

**COMMUNITY RELATIONS REPRESENTATIVE**  
*Review of applications will begin Jan. 21, 2019.*

**William Butterworth Foundation**  
**1105 8th Street**  
**Moline, IL 61265**

**Organization Mission and Background**

The William Butterworth Foundation is dedicated to leveraging its strong heritage and valuable resources to actively support artistic, charitable, cultural and educational endeavors that enhance the quality of life for individuals and families in the greater Quad Cities community.

Katherine Deere Butterworth's community involvement and philanthropy led her to establish the William Butterworth Foundation in memory of her husband. Two historic homes, once belonging to John Deere's descendants, are now operated by the William Butterworth Foundation. The sites, Butterworth Center & Deere-Wiman House serve as year-round sites for 1) quality educational and cultural events; 2) tours for local, national, and international visitors; and 3) meeting space for non-profit organizations valued at over \$400,000 annually.

**Position Summary**

The Community Relations Representative, under the supervision of the Community Relations Manager, provides hospitality to community groups by ensuring meeting spaces are safe, accessible, and well-equipped; builds relationships with community groups; provides tours; and supports other WBF departments in meeting the goals of the organization.

**Salary Status:** Hourly, Non-exempt, part-time, casual

**Salary:** \$12/hour minimum

**Reports to:** Community Relations Manager

**Supervises:** None

**Work Schedule:** Varies based on weekly meeting schedule; average 8-10 hours per week, 500 hours per year; no more than 1,000 hours per year.

## **Job Duties:**

### **First Point of Contact –first person to greet and direct guests and to leave an initial, positive impression of hospitality on everyone who enters WBF sites. (15%)**

- Demonstrate consistently reliable attendance and punctuality to support other members of the Community Relations Team and to inspire the confidence of visitors.
- Welcome guests and direct them to locations/people or to answer questions and provide resources.
- Share information and field questions about the operations, mission, and history of WBF.

### **Group Meetings – develop relationships with community members/groups that use the facilities to determine how WBF can best serve them. (70%)**

- Interact with community members that use the facilities to best understand their needs and challenges; communicate those needs to the Community Relations Manager.
- Ensure site is ready for meetings and events, including disarming security, turning on lights, unlocking doors, and stocking restroom and kitchen products.
- Adjust furniture set-ups, if necessary, to accommodate guests' needs.
- Become proficient in the use of technical equipment to locate, operate and troubleshoot all technical equipment provided for guest use.
- Follow protocol regarding emergency situations that arise for guests and properties.
- Enforce, diplomatically, policies for guests and site usage to ensure activities comply with the WBF mission and Bylaws.
- Follow site-specific opening and closing procedures.

### **Tours and Program Support – extend WBF hospitality and education by giving tours and by assisting with public programming and events. (10%)**

- Learn about the history and architecture of the homes and the Deere Family, as well as best practices for interactive tours.
  - Become knowledgeable of the Docent Guide.
  - Attend docent training sessions, when scheduled.
  - Shadow other tours and practice giving tours.
- Provide impromptu (when possible) and scheduled tours (as needed).
  - Provide drop-in tours Wednesday, Thursday, Friday (2:30-4:30)
  - Provide Sunday tours in July and August, as needed. (2:30-4:30)
- Assist at WBF public and educational programs.
- Work at WBF special events (e.g. 19<sup>th</sup> Century Christmas)

**Administrative and General Duties – support the work of all WBF staff, as assigned, to promote efficiency and maximize the efforts and outcomes of all departments.**

**(5%)**

- Answer telephones to take messages regarding scheduling of meetings and to answer general questions about the operations and events at all sites.
- Provide staff support services, such as preparing mailings or assembling supplies for children's activities.
- Use electronic calendar, online survey systems, email, and Microsoft Word.

**Workplace Culture – work proactively and strategically to support and promote a positive organization culture and to build an effective team.**

- Promote a team atmosphere through collaboration, cooperation and clear communication.
- Strive for overall workplace success by prioritizing the mission and goals of the organization first, supporting fellow staff members/team; second, and placing individual job responsibilities third.
- Treat all people (including staff members, visitors, volunteers, and community contacts) with respect at all times.
- Seek opportunities for personal growth and improved job performance through education.
- Provide an excellent experience to the public through fielding questions about the operations, mission and history of Butterworth Center & Deere-Wiman House.
- Help visitors find the resources they need or locate an event they wish to attend.
- Work alongside staff at all Foundation community events, some of which are scheduled on weekends or evenings.

*Please note, this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change at any time.*

**Required Qualifications**

- Reliable job attendance and punctuality.
- Ability to climb stairs, set up tables and chairs.
- Ability to pass background check, particularly as related to sexual and child endangerment offenses.
- Effective oral communication skills.
- Flexibility and dependability in accommodating a fluid work schedule.
- Familiarity with Microsoft Word, Google Mail and Calendars.
- Attend full staff and CRR Meetings.

**Ideal Candidate Strengths/ Preferred Qualifications**

- Oral fluency in both Spanish and English.
- Strong commitment to personal lifelong learning and the ability to support other staff in that goal.
- Ability to lift and carry 50 pounds.
- Excellence in oral and written communications.
- Confidence in speaking before groups of all sizes.

**Working Environment**

- Office environment in historic space

**Required Education/Experience:**

- High School Diploma or equivalent

**To Apply**

- Submit a resume, a one paragraph introduction describing why you are interested in the position, and contact information for three references to: Stacy Klingler, Executive Director, at [hr@butterworthcenter.com](mailto:hr@butterworthcenter.com).  
OR
- Complete an online application at <https://goo.gl/forms/nCcJIVeWtY4XPwzC2>.

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For more information about the William Butterworth Foundation, visit  
[www.butterworthcenter.com](http://www.butterworthcenter.com).