



Gloria dazzles behind the counter of Brookside Museum, located on Charlton Street in Ballston Spa. Her career there began as a participant in Saratoga County’s Senior Community Services Employment Program. Gloria shared that when she first arrived at her Brookside worksite, she felt both welcomed and a trifle intimidated. The museum staff was very cordial and helpful, but at the same time intensely knowledgeable, dedicated, and always raising the bar of performance.

“I knew I was in for a challenge.” This was not destined to be “a piece of cake job.”

Gloria devoted much effort to mastering the excel database, performing mass mailings of up to 3,000 pieces of mail, learning the Square system for point of sale, and expanding a filing system. Perhaps more importantly, she became aware she had drastically underestimated her ability to tackle new experiences. She attacked online learning with gusto as she studied Microsoft Access, greeted the public with confident customer service expertise, and resolved stressful situations as they occurred.

Gloria’s talents and efforts were recognized by her worksite, and she has been hired by the museum. She will undoubtedly continue to dazzle for years to come as a valuable member of the Brookside Family.