

Monday, April 1, 2019

Visitor Services Coordinator

Company: The Friends of Governors Island
Location: New York, NY

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VISITOR SERVICES COORDINATOR (full-time, seasonal)

Position Summary

The Friends of Governors Island seeks a seasonal full-time Visitor Services Coordinator to join Governors Island's growing visitor experience team. S/he will be responsible for welcoming and orienting visitors to the available activities and programs on Governors Island, as well as providing on-site supervision of interns and volunteers to ensure a high-quality experience for all visitors. This is a temporary, 7-month position, starting in mid-April and concluding in mid-November, and requires the successful candidate to commit at least one weekend work day per week, with alternate weekdays off. S/he will report directly to the Director of Visitor Experience.

The Friends is also hiring Visitor Services Associates who will work part-time (20 hours/week) beginning Memorial Day Weekend and ending Labor Day Weekend. Please view our other listing for more details.

Background

Governors Island is a 172-acre island in the heart of New York Harbor located between Lower Manhattan and the Brooklyn waterfront. A former military base closed to the public for nearly two centuries, today the Island is a popular seasonal destination. An award-winning new park is complemented by dozens of unique historic buildings, environmental educational facilities, a rich arts and culture program and a 22-acre National Monument managed by the National Park Service. Unlike anywhere else in New York, Governors Island offers peaceful settings with sweeping views of the Harbor, Lower Manhattan skyline and Statue of Liberty. Looking ahead, the Island will be activated year-round as a sustainable campus for learning and innovation, with plans for expanded commercial and non-profit uses in its future.

The Friends of Governors Island is an independent nonprofit that works to ensure the Island's continued growth and accessibility as a vibrant public resource. As the designated fundraising partner of the Trust for Governors Island and the National Park Service, the Friends stewards the Island's green spaces, enhances the visitor experience and builds a community dedicated to the Island's future.

Roles and Responsibilities:

- Greet and help orient Governors Island visitors while providing the highest caliber of service
- Be knowledgeable of and able to effectively communicate information to visitors about changing daily programming and events
- Supervise and help staff the welcome center, gift shop and membership desk, including opening and closing, processing retail sales, and maintaining and restocking inventory
- Act as a shift manager, including scheduling, tracking attendance, facilitating daily morning and evening debriefings, counting donations, etc.
- Assist in supervising and mentoring high school interns and volunteers, including helping to plan professional development and appreciation events
- Conduct surveys of visitors and oversee survey administration and other data collection
- Collect, track, and report visitor feedback and work with staff to address complaints
- Staff occasional large free public programs and events such as the opening weekend event, film nights, and the Halloween event series
- Update weekly internal memos and external web content as needed
- Perform other administrative and programmatic support tasks as needed

Qualifications:

- Passionate about public spaces and the value they bring to urban environments
- At least one year of visitor services, hospitality, or retail experience
- Flexible, energetic attitude
- Good initiative and troubleshooting skills
- Exceptional communication and organizational skills
- Comfort working with diverse constituents, including high school students
- Comfort working predominantly outdoors in all weather conditions
- Proficiency in Microsoft Office is required; experience with MailChimp and Survey Gizmo is a plus
- Must have a valid driver's license

Job Applicant Information

Job applicants must be available to work five consistent days each week, including one weekend day. Holidays and some evenings may be requested. The position will start mid-April and end in mid-November. This job requires periods of standing and walking outdoors, in addition to occasional heavy lifting.

To apply:

Please send resume and cover letter to jobs@friendsgi.org with "Visitor Services Coordinator" in the subject line.

The Friends of Governors Island does not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

10 South Street Slip 7
New York, NY, 10004
646-832-3367
<https://govisland.com/about/the-friends-of-governors-island>

Nicole Touzien
ntouzien@friendsgji.org
646-832-3367

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