

Tuesday, March 3, 2020

## Visitor Services Associate at Governors Island

Company: The Friends of Governors Island  
Location: New York, NY  
Compensation: \$15/hr

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### VISITOR SERVICES ASSOCIATE (part-time, seasonal)

#### Position Summary

The Friends of Governors Island seeks several seasonal part-time Visitor Services Associates to join Governors Island's growing Visitor Experience team. This is a temporary 29-week position, starting in April and concluding in October, and requires work on both weekend days in addition to a few hours during the week. Visitor Services Associates will report directly to the Director of Visitor Experience.

#### 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
- Lead opening and closing procedures at Welcome Centers on Governors Island, including restocking inventory and light housekeeping
- Process retail and be able to inform guests of and process membership sales
- Support guest service operations at the Battery Maritime Building in Manhattan and at the Shantell Martin art commission on Governors Island
- Conduct surveys of visitors and collect other valuable visitor feedback
- Staff occasional large free public programs and events such as the opening weekend event, film nights, and the Halloween event series
- Assist in supervision of high school interns and volunteers working in the Visitor Experience department
- Perform other administrative and programmatic support tasks as needed

#### Qualifications:

- Passionate about public spaces and the value they bring to urban environments
- Experience working in visitor services, hospitality, or retail is a plus
- Flexible, energetic attitude
- Exceptional communication and organizational skills
- Good initiative and troubleshooting skills
- Comfort working with diverse constituents, including high school students
- Comfort working predominantly outdoors in all weather conditions
- Must have a valid driver's license

#### Job Applicant Information

Job applicants must be available to work both Saturday and Sunday on a weekly basis, with additional weekday availability. Additional hours, holidays, and evening work may be requested. Applicants must be available to work the full duration of the public season, April through October. This job requires working and moving predominantly outdoors and may require occasional heavy lifting.

#### Compensation

This is a temporary, part-time hourly position with a rate of \$15.00 per hour at 18-24 hours per week.

To apply: Please send resume and cover letter to [jobs@friendsgi.org](mailto:jobs@friendsgi.org) with "Visitor Services Associate" 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.

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