



VISITOR SERVICES ASSOCIATE (part-time, seasonal)

Position Summary

The Friends of Governors Island seeks a seasonal part-time Visitor Services Associate to join Governors Island's growing visitor experience team. S/he/they will be responsible for providing excellent orientation and information services to all visitors and performing inventory-related administrative tasks. This is a temporary, 5-month position, starting in mid-May and concluding in the beginning of October, and requires work Friday-Sunday during summer break and weekends when school is in session. S/he/they will report directly to the Visitor Services Coordinator.

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
- Staff the welcome center, gift shop and membership desk, including opening and closing, maintaining appearance, processing retail and membership sales, and restocking inventory
- Rove and troubleshoot operations for Island Ambassadors, Sheep Stewards, and GI Arts volunteers/interns.
- Act as a shift manager, including scheduling, tracking attendance, facilitating daily morning and evening debriefings, counting donations, etc.
- Staff occasional large free public programs and events
- 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
- 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
- Must have a valid driver's license

- Must be NYC-based throughout the job period

Job Applicant Information

Job applicants must be available to work both Saturday and Sunday on a weekly basis, plus Fridays during the summer for weekly staff meetings. Additional hours, holidays, and some evening work may be requested. The position will start mid-May and end in the beginning of October. This job requires periods of standing and walking outdoors, in addition to occasional heavy lifting. Pay for this position is \$20/hr.

To apply: Please send resume and cover letter to 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.