

THE FRIENDS OF GOVERNORS ISLAND

VISITOR SERVICES & INTERN PROGRAM COORDINATOR (full-time, seasonal)

The Friends of Governors Island seeks a seasonal Visitor Services & Intern Program Coordinator to support our Visitor Services and Youth Internship programs. They will be responsible for providing on-site supervision of high school interns and volunteers of all ages who welcome and orient visitors to the activities and amenities on Governors Island. The Coordinator is responsible for ensuring a positive, high-quality experience for visitors, volunteers and interns. This is a temporary position, starting May and concluding in November, with a standard work week of Wednesday through Sunday. If you're a people person who loves the outdoors and is interested in a mentorship role with New York City youth, this is the job for you!

About Governors Island and the Friends of Governors Island

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. 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.

About the Position

The Visitor Services & Intern Program Coordinator's role is to create a welcoming and meaningful experience for Governors Island's diverse audiences, including its student interns. Reporting to the Executive Director and working collaboratively with a seasonal Volunteer Coordinator, this position will support the day-to-day management of the Visitor Services and Youth Internship programs, with primary responsibility for supervising and mentoring a group of 8-10 paid high school interns. The ideal candidate for this position is outgoing and energetic, with excellent communication, customer service and mentorship skills.

Responsibilities include:

- Greet and help orient Governors Island visitors while providing the highest caliber of customer service
- Staff and supervise operations of the Island's Welcome Center and shop, including opening and closing, processing retail sales, and maintaining and restocking inventory
- Supervise and mentor a group of 8-10 high school interns, including both virtual and in-person training sessions, and helping to plan professional development and intern appreciation events
- Ensure smooth operation of both the internship and visitor services programs including scheduling, tracking attendance, facilitating daily morning and evening debriefings, retail ordering and inventory, etc.
- Coordinate and deploy volunteers to posts in visitor services around the Island and serve as their main point of contact
- Be knowledgeable of and able to effectively communicate information to visitors about changing daily programming and events
- Perform other administrative and programmatic support tasks as needed

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Skills Sought

- Experience working with youth and commitment to young adult education and professional development
- Comfort multi-tasking and managing several projects at once
- Exceptional communication and public speaking skills; comfort speaking in front of a crowd
- Strong organizational skills with attention to detail
- Pro-active and energetic, with ability to take initiative and exercise good judgment in troubleshooting issues
- Experience working effectively with people of various backgrounds
- Computer proficiency
- Comfortable with and enjoy working outdoors; experience or interest in working in a public park or garden setting is preferred
- Previous mentorship, hospitality and/or retail experience preferred

Job Requirements

- Must be available to work weekends and summer holidays (with consecutive weekdays off)
- Comfortable with and enjoy working outdoors with the ability to perform physical labor in all weather conditions
- Ability to lift up to 25lbs
- Ability to walk up to two miles a day
- Valid driver's license, and comfort driving a golf cart, required

Job Applicant Information

Job applicants must be available to work five days a week, including weekends, with compensatory days off. Holidays and some evening work may be requested. The position will start in May and end in November. This job requires periods of standing and walking outdoors, in addition to occasional heavy lifting. Please note that this position is not benefitted, though Paid Time Off is provided.

To Apply

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

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.