



POSITION DESCRIPTION:

Greeter Coordinator

The High Line is a new public open space on a disused, elevated rail structure on the west side of Manhattan. Built between 1929 and 1934 to carry rail freight, the High Line runs from Gansevoort Street to 34th Street. The High Line has been unused for freight transportation since 1980. It is now owned by the City of New York, under the jurisdiction of the NYC Department of Parks & Recreation (DPR). The High Line will be managed by Friends of the High Line (FHL)—the City's non-profit partner in the design, construction, and ongoing maintenance of the park, in collaboration with the Department of Parks & Recreation. The first section of the park is scheduled to open in the spring or early summer of 2009.

Job Description

The Greeter Coordinator will be the on-site supervisor of High Line Greeters who will welcome and provide information to visitors on the High Line during weekends and weekday evenings throughout the summer. Greeters will be a group of 30 – 40 volunteers and a small group of paid youth. Reporting to the Program and Outreach Manager, the Greeter Coordinator will work Wednesday through Sunday, from May through October and collaborate with Horticulture, Design, Program, and Outreach department staffs, to serve the needs of visitors to the High Line. The Greeter Coordinator will train, lead by example, and mentor greeters to be the eyes and ears of visitors' experiences on High Line, and will be instrumental to the success of creating a positive, engaged community of diverse visitors of all ages and backgrounds on this new public space.

Duties

- Recruit, interview, train, and maintain weekly schedules and shifts for volunteer and paid youth greeters who will welcome and provide information to visitors on the High Line during weekends and weekday evenings. Fill in for Greeters when necessary.
- Facilitate Greeter trainings and weekly meetings, assist in providing verbal and written feedback at debriefings, and offer suggestions for improving the Greeter program.
- Train and monitor greeters' ability to diplomatically correct misuse of the High Line, such as walking across garden beds or participating in risky behavior, with a helpful and welcoming attitude.
- Assist in preparing for, facilitating, and cleaning up after public programs and activities.
- Provide in-office administrative and logistical support as needed.

Qualifications

This position requires a six to seven month commitment from May through October 2009. Candidates must be comfortable and enjoy interfacing with the various stakeholders that will visit the High Line, including children, teens, adults of all ages, and people of all backgrounds. The successful candidate will be energetic and friendly, organized, possess excellent communication skills, flexibility, an ability to anticipate and respond to visitors' questions with prompt and courteous responses. Candidates must possess an ability to remain calm, firm, and communicate clearly when problems occur, as well as the ability to provide verbal and written feedback to the Program and Outreach Manager. Candidates should be able to multi-task, solve problems, and collaborate with other staff at all levels. Bilingual (Spanish/English and other languages) preferred.

To Apply

Please submit your cover letter, resume, and salary requirements to jobs@thehighline.org. Only those whose applications are being considered will be contacted.

Friends of the High Line is an equal opportunity employer and considers applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, sexual orientation, or any other legally protected status.