



POSITION DESCRIPTION

Associate Supervisor, Seasonal On-Site Program

Friends of the High Line (FHL) is the NYC Department of Parks & Recreation's non-profit partner working to ensure the park on the High Line is maintained as a great public place for all New Yorkers and visitors to enjoy. In addition to overseeing the maintenance, operations, and public programming for the High Line, FHL is currently working to raise the essential private funding necessary to maintain and operate the park, complete the High Line's construction, and create an endowment for its future operations.

Reporting to the On-Site Coordinator, the two Associate Supervisors will supervise the staff of Seasonal On-Site Associates at FHL's membership and merchandise kiosks on the High Line. Responsibilities will include soliciting membership sales, selling High Line branded merchandise, fielding inquiries from park visitors, and executing varied and creative promotional activities. The Associate Supervisors will ensure all policies, procedures, and controls are followed and will aid in the planning, organizing, and delegating of work among staff.

This is a part-time, seasonal position that requires working outdoors Thursday through Sunday, from late April through the month of October, depending on weather.

Primary tasks

- Assist with training Associate staff;
- Motivate staff to exceed monthly sales goals;
- Assist with opening and closing procedures, counting cash drawers with cashiers and submitting end of day reports;
- Manage sales at 2nd satellite location in the park;
- Serve as primary staff contact in On Site Coordinator's absence;
- Manage the timely and efficient set-up and break down of the kiosks;
- Take a leadership role in conducting monthly inventory of merchandise;
- Take a lead in maintaining the visual design standards of the kiosks;
- Assist with receipt and transfer of new merchandise shipments;
- Manage sales at special events and High Line programs outside of regular hours;
- Encourage and solicit park visitors to support the High Line and FHL through membership;
- Encourage and solicit park visitors to purchase High Line merchandise;
- Educate park users on the FHL's role, the High Line's annual funding needs, and the critical role that membership plays in supporting the park;
- Communicate with the appropriate FHL managers to resolve any issues or problems that may arise during each shift.

Qualifications

The Associate Supervisors must be capable of carrying out a wide array of duties in a crowded public space. Ideal candidates are goal oriented, possess excellent interpersonal skills, good judgment and creative problem solving skills. Extensive cash handling experience and an ease with numbers is essential to the position. Exemplary customer service experience and a background in sales, promotions, marketing and/or non-profit fundraising, as a supervisor or similar leadership capacity a must. Previous experience with visual merchandising a plus.

We are looking for people who communicate well, are resourceful and respectful, and appreciate the value of the visitor's experience in the park. We have a special interest in candidates with a passion for sustainability, New York City history, public art, architecture, and/or horticulture. This position requires consistent weekend availability throughout the summer season. Candidates must have excellent verbal communication skills, be able to work as a team member, enjoy interacting with the public, and possess the ability to interact with all levels of management and staff.

All candidates for seasonal positions must possess the ability to lift 50 pounds and be comfortable standing for the majority of their shift.

Please note that this is an outdoors sales job. In the event of inclement weather, shifts may be adjusted or cancelled.

To Apply

Please submit your cover letter and resume to seasonal@thehighline.org no later than Friday, March 9. Only those whose applications have been received by the due date and are being considered for the position will be contacted. No phone calls please.

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.