



POSITION DESCRIPTION

Visitor Services Manager

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.

Friends of the High Line (FHL) is the 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 to help complete the High Line's construction and create an endowment for its future operations.

Job Description

The Visitor Services Manager will take a lead role in expanding FHL's existing Visitor Services resources as well as creating and implementing new forms of outreach and support for High Line patrons. Reporting to the Director of Horticulture & Operations, the primary objective of the Visitor Services Manager will be to ensure the highest level of visitor safety, enjoyment, and experience on the High Line.

Primary tasks

- Act in a general oversight capacity of all High Line Visitor Services support staff including crowd control personnel, High Line Greeters, volunteers, weekend staff, and interns.
- Maintain an updated schedule of tours; communicate with tour group leaders on scheduling, logistics and follow up of all HL tours
- Attend and support all public programs and events
- Work closely with Programming Manager and staff to plan, prepare for, advertise, and facilitate public programs on the High Line
- Work with FHL webmaster to present & update pertinent visitor information; update HL info line and respond to email and phone inquiries
- Assist with creation, implementation, and staffing of FHL membership table
- Coordinate sales of High Line merchandise
- Review and recommend updates to printed and electronic materials including maps, plant lists, informational brochures, signage, etc.
- Liaise with the appropriate FHL to achieve resolutions to visitor mishaps; fill out and file related incident reports
- Keep FHL and DPR informed concerning present and potential problems related to the visitor experience; make suggestions for improved and innovative ways of addressing issues;
- Work closely with Park Enforcement Police (PEP) to ensure high standards of security and park supervision;
- Orchestrate visitor surveys; maintain careful records of High Line visitor numbers on year-round basis

Qualifications

The Visitor Services Manager position requires a minimum of two years experience in a managerial capacity in Visitor Services-related work. A bachelor's degree is preferred. The successful candidate must demonstrate

excellent skills in leadership, communication (both verbal and written), organization, project management and implementation. Candidates must be capable of carrying out a wide array duties while addressing challenges in a crowded public space. This position will require consistent weekend availability, and additional hours may be necessary during peak seasons. The candidate must be able to work as a team member, be able to interact with all levels of management and staff, and have basic computer skills (Microsoft Word/Excel preferred). Valid US driver's license required.

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. 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.