



## **POSITION DESCRIPTION:**

### **High Line Ranger**

Friends of the High Line 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, Friends of the High Line is currently working to raise the essential funding to help complete the High Line's construction and create an endowment for its future operations.

Reporting to the Visitor Services Manager, the Ranger is responsible in serving a role as a primary and visible FHL ambassador and safety representative to the public by informing park visitors of amenities and programs, gauging the public's opinions and interests, and serving as the eyes and ears for the park's condition and environment.

This is a part-time, seasonal position that requires working outdoors in all weather conditions on evenings and weekends, from late April through the fall.

#### **Responsibilities**

- Ensuring park visitors have a safe, enjoyable, and extraordinary experience on the High Line;
- Knowing and communicating basic knowledge about the High Line and Friends of the High Line, including background/historic information, park access, and park rules;
- Patrolling the park individually, on foot, in defined zones assigned by the Visitor Services Manager (VSM), Ranger Supervisor (RS) or other Operations management, and monitoring visitors as well as the park property;
- Maintaining a highly-visible presence via an ambulatory and mobile position;
- Educating visitors about park rules and mitigating conflict when appropriate;
- Recording violations of park rules and notable incidents;
- Contacting a PEP officer when assistance is needed in the enforcement of park rules, or in case of emergency;
- Recording and submitting visitorship data to the VSM or RS;
- Participating in snow and ice removal.

#### **Qualifications**

Candidate must have strong interpersonal skills and be highly dependable, punctual, and possess a positive demeanor. Experience working in customer service or visitor services a plus. The candidate must be able to work as a team member, and be able to interact with all levels of management, staff, and the public. This position requires the ability to stand for long periods of time, and work outdoors in all weather conditions.

#### **To Apply**

Please submit a cover letter and resume to [rangers@thehighline.org](mailto:rangers@thehighline.org) or pick up an application at Friends of the High Line, located at 529 West 20<sup>th</sup> Street, Suite 8W New York, NY 10011. 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.