

Position/Title: On-Site SummerStage Membership Assistant (Seasonal/Part Time)

Start Date: June 1, 2022

Application Date: April 20, 2022

Contact: Send resume & cover letter to DevoJobs@CityParksFoundation.org with "On-Site SummerStage Membership Assistant" in the subject line

PROGRAM OVERVIEW

City Parks Foundation (CPF) is the only independent, nonprofit organization whose mission is to offer programs in public parks throughout the five boroughs of New York City. At CPF, we are dedicated to invigorating and transforming parks into dynamic, vibrant centers of urban life through arts, environmental education, sports, and community building programs for all New Yorkers. Our ethos is simple: we believe thriving parks mean thriving communities.

- We produce *SummerStage*, the largest free, outdoor performing arts festival in NYC, presenting world-class artists from across the globe and our own neighborhoods on our mainstage in Central Park and in local parks in all five boroughs, and our Swedish Cottage Marionette Theatre and roving PuppetMobile present marionette puppet theater throughout New York City.
- Partnerships for Parks, a public-private program of City Parks Foundation and NYC Parks, supports and champions a growing network of community leaders who care and advocate for the transformation of our neighborhood parks.
- We connect youngsters to nature in the urban environment through progressive, experiential teaching. Using parks as classrooms, we provide learning experiences and hands-on activities in urban forests, coastal areas, and gardens.
- Free golf, tennis, track & field, soccer, and fitness programs bring high-quality instruction and equipment into areas where few organized athletic opportunities exist. We offer leveled training, year-round scholarship coaching, and special pro events.

POSITION SUMMARY

******This is a part-time position. The pay rate is \$20/hour with 20-30 hours of work expected each week through the end of September.***

Reporting to the Manager of Development and Membership, the Membership Assistant will contribute to managing and growing our SummerStage and Young Patrons Membership programs at SummerStage in Central Park and at select concerts citywide in neighborhood parks.

This role is an opportunity to gain experience in the music and events industry with massive New York City exposure, working on-site at SummerStage's flagship 5,000 person concert venue in Central Park and at select parks in all five boroughs. This exciting position requires live event or high level customer service experience with a proactive and welcoming attitude, strong attention to detail and organizational skills. This position requires availability to work outside on nights and weekends.

RESPONSIBILITIES

- Assist the Manager of Development and Membership at SummerStage concerts by managing and tracking a high volume of check-in responsibilities with SummerStage membership and VIP check-in at our Central Park and select citywide neighborhood park concert locations; manage additional membership responsibilities (estimated 3-5 events/week with variance) June through September
- Maintain digital guest lists and track complimentary guest ticket reservations and member credential pick-up at check-in
- Process sales for new SummerStage memberships and concert upgrades onsite
- Act as support for the on-site Info tent including: table set up, communicating event details and membership benefits with guests, and answering questions for all attendees.
- Attend weekly virtual SummerStage production meetings, in-person staff orientation and season-end debrief meetings (minimum of 2).
- Additional on-site assistance as needed.

QUALIFICATIONS

- 2+ years experience in high volume live events, membership, box office, or related on-site customer service
- Superb sense of etiquette greeting high level donors
- Excellent oral and written communication skills
- Highly organized, strong time management skills, and a positive customer service attitude
- A calm demeanor with the ability to control a high volume of guests and quickly problem solve while working in a fast-paced concert environment
- A passion for art & culture and live events
- Must be available to work evenings and weekends and traveling independently throughout the five boroughs
- Bi or multilingual strongly preferred
- Note that candidates must be vaccinated for COVID-19 or have a valid medical exemption.

Contact: Interested parties should email a cover letter and resume to DevoJobs@CityParksFoundation.org with the subject '**On-Site SummerStage Membership Assistant**'. Thank you for your interest in City Parks Foundation, an equal opportunity employer. Only potential candidates will be contacted. No calls, please.