



Visitor Services Admissions Volunteer

Part Time, Staten Island, New York

Who We Are

Snug Harbor Cultural Center & Botanical Garden (“Snug Harbor”) offers dynamic programming in the arts, horticulture, agriculture, education and recreation for diverse cultures and all ages, on a historic, welcoming campus that is a unique oasis in New York City. We envision being a nationally visible yet locally impactful cultural organization beloved by all who visit. We value artistic vibrancy, stewardship, conservation, inclusion, community, communication and discovery. Located less than 1.5 miles from the Staten Island Ferry and easily accessible by public transportation, Snug Harbor welcomes nearly 500,000 visitors each year to explore our gardens, grounds and galleries. Our 83-acre campus features 26 architecturally significant buildings and 14 distinctive gardens, including a traditional Chinese garden and a Tuscan garden. A vibrant cultural hub, Snug Harbor is also home to several non-profit institutions, artists’ studios and small businesses. Founded in the 19th century as a charitable rest home for sailors, today Snug Harbor is a growing, must-see destination.

Volunteering at Snug Harbor

Snug Harbor deeply values volunteer engagement. Volunteers are an essential part of how we serve our community. The experience of our volunteers must be consistently rewarding. We consider the value of volunteering in a number of ways, including social and technical skills acquisition, career-building experiences, social networking, and the personal satisfaction of community service. If you are beginning your career, this is an excellent opportunity to build skills with co-working and customer relations, familiarity with non-profit administration, event management and visitor services operations. If you already have these skills and experience, this is an excellent opportunity to serve our community by increasing Snug Harbor’s ability to serve the public and provide a welcoming atmosphere.

The Volunteer Position

The Visitor Services Admissions Volunteer (VSAV) embodies the mission, vision, and values of Snug Harbor. They are engaged in various capacities, depending on the seasonal and programming needs of the organization. In all capacities the VSAV offers a welcoming presence and provides excellent customer service to the visitors of Snug Harbor. The VSV interacts with the public via informing visitors of amenities and programs; collecting and recording payments at admission stations; gauging visitor interests; supporting a safe and enjoyable experience.

VSAV locations on the grounds include:

- Visitor Information Booth
- Chinese Scholar’s Garden
- Newhouse Center for Contemporary Art

1000 Richmond Terrace, Building P, Staten Island, NY 10301

www.snug-harbor.org



- Connie Gretz Secret Garden
- Carl Grillo Glass House
- Site-wide festivals, public programs and special events

All volunteer service is integrated with Snug Harbor's COVID safety protocol and procedures, with staff and volunteers adhering to best practices for personal and public safety.

This position reports to the Visitor Services & Education Coordinator and is part of the Visitor Services department. The position is part time and seasonal. Time commitment is based on your availability and seasonal demand.

Responsibilities

- Provides a welcoming and responsive customer service at all times
- Conducts opening and closing procedures as required for the booth, garden, gallery or other programming area/special event
- Promotes and sells tickets for admissions, tours, and programs
- Performs cash handling and daily reconciliation in collaboration with Snug Harbor staff members
- Responsible for inventory of collateral material and merchandise
- Administers visitor satisfaction surveys, facilitates demographic self-reporting. Produces reports for supervisor in collaboration with a Snug Harbor staff member
- Maintains signage throughout interior and exterior locations, as required by programming needs
- General administrative support, as needed
- Set-up and break-down for special events, as needed
- Knowledge of Google Drive

Qualifications

The qualified candidate will be dependable, punctual, adaptable, positive and curious.

Additional qualifications include:

- Willingness to work outdoors (rain or shine)
- A positive attitude. Sense of humor is a bonus
- Ability to communicate clearly and in a timely fashion through email, text, phone and in-person; Must be able to interact appropriately with all levels of management, staff and the public
- Proficiency in spoken and written English (being bilingual is a plus)
- Detail oriented, in regards to data entry
- Ability to work well in a small space
- Ability to sit or stand for a long period of time
- Ability to lift 30 pounds
- Ability to work occasional evenings

1000 Richmond Terrace, Building P, Staten Island, NY 10301

www.snug-harbor.org



TO APPLY

Qualified candidates should submit a cover letter and resume to engagement@snug-harbor.org with the subject line “*Visitor Services Admissions Volunteer* – [Your Name],” or [apply to volunteer](#), indicating the position of interest in the application.

Snug Harbor celebrates and commits to fostering diversity, equity and inclusion. We value and seek the strengths of human variety across communities, in programming, with staff, the Board of Directors, volunteers, artists and visitors. Snug Harbor strives to build a culture of diversity of voice and representation, authentically inclusive spaces and equity for all.

For more information on SHCC please visit, www.snug-harbor.org