



Visitor Experience Apprentice Program

5 Position Descriptions

1. Belvedere Castle

Located mid-Park at 79th Street. Rising out of Vista Rock, the Castle provides a 360-degree view of the Park including Turtle Pond and the Great Lawn. A popular spot for birders, visitors can borrow Discovery Kits to help them explore the Ramble woodland.

Duties include:

- Greeting and engaging visitors in conversation about Central Park and the Conservancy
- Assisting staff with public programs and the distribution and collection of Discovery Kits
- Assisting staff with the operation of the gift shop including stocking shelves, conducting inventory, and helping customers
- Directing visitors to points of interest while exploring the Park
- Answering the phone

Requirements:

- Strong customer-service skills, with the ability to be a positive, professional representative of the Central Park Conservancy, even in challenging situations
- Excellent communication skills, and a desire to work with a diverse public audience of New Yorkers and visitors from around the world
- Flexible, organized, team player with the ability to handle multiple tasks simultaneously
- Ability to speak another language, in addition to English, is a plus
- Responsible and reliable person a must

2. Chess & Checkers House

Located mid-Park at 64th Street. Surrounded by 24 mosaic-topped chess tables, this is a popular stop for tourists and New Yorkers alike. Visitors can borrow chess and checkers pieces for free as well as other games and activities.

Duties include:

- Greeting and engaging visitors in conversation about Central Park and the Conservancy
- Directing visitors to points of interest while exploring the Park
- Assisting staff with the distribution and collection of borrowed games and Discovery Kits
- Setting up volunteers with the Pitch In, Pick Up program
- Answering the phone

Requirements:

- Strong customer-service skills, with the ability to be a positive, professional representative of the Central Park Conservancy, even in challenging situations
- Excellent communication skills, and a desire to work with a diverse public audience of New Yorkers and visitors from around the world
- Flexible, organized, team player with the ability to handle multiple tasks simultaneously
- Ability to speak another language, in addition to English, is a plus
- Responsible and reliable person a must

3. Dairy Visitor Center & Gift Shop

Located mid-Park at 65th Street. Visitors can find information on Central Park events and programs as well as purchase maps, books, t-shirts, and other gifts to help support the Conservancy.

Duties include:

- Greeting and engaging visitors in conversation about Central Park and the Conservancy
- Assisting staff with stocking shelves, processing incoming shipments, and general store maintenance
- Conducting regular inventories of stocked merchandise
- Directing visitors to points of interest while exploring the Park
- Answering the phone

Requirements:

- Experience and/or interest in retail
- Strong customer-service skills, with the ability to be a positive, professional representative of the Central Park Conservancy, even in challenging situations
- Excellent communication skills, and a desire to work with a diverse public audience of New Yorkers and visitors from around the world
- Flexible, organized, team player with the ability to handle multiple tasks simultaneously
- Ability to speak another language, in addition to English, is a plus
- Responsible and reliable person a must

4. Dana Discovery Center

Located just inside the Park at 110th Street between Lenox and Fifth Avenues. Perched alongside the Harlem Meer, the Dana Discovery Center provides visitor information, fishing poles for catch & release fishing, an exhibit about the recently restored Forts Landscape, as well as a variety of public programs.

Duties include:

- Greeting and engaging visitors in conversation about Central Park and the Conservancy
- Assisting with the catch-and-release fishing program including the setup and maintenance of fishing equipment and explaining rules and safety procedures

- Assisting with the distribution and collection of Discovery Kits, setting up volunteers with the Pitch In, Pick Up program, and the gallery exhibit
- Directing visitors to points of interest while exploring the Park
- Answering the phone

Requirements:

- Experience and/or interest in handling fish and wildlife
- Strong customer-service skills, with the ability to be a positive, professional representative of the Central Park Conservancy, even in challenging situations
- Excellent communication skills, and a desire to work with a diverse public audience of New Yorkers and visitors from around the world
- Flexible, organized, team player with the ability to handle multiple tasks simultaneously
- Ability to speak another language, in addition to English, is a plus
- Responsible and reliable person a must

5. Discovery Guide

The Discovery Guides are like “walking visitor centers”, patrolling the entire Park and engaging with the public in a variety of ways. Discovery Guides work parkwide answering questions, giving directions, and assisting with public programs and tours.

Duties include:

- Assisting Discovery Guides out in the Park with answering questions, giving directions, and explaining Park rules and regulations to Park patrons
- Assisting Discovery Guides with monitoring trails, landscapes, and other Park areas
- Providing additional support at public programs by assisting with tours and special events

Requirements:

- Strong customer-service skills, with the ability to be a positive, professional representative of the Central Park Conservancy, even in challenging situations
- Excellent communication skills, and a desire to work with a diverse public audience of New Yorkers and visitors from around the world
- Flexible, organized, team player with the ability to handle multiple tasks simultaneously
- Ability to stand and or walk for extended periods of time and work outdoors in all types of weather
- Ability to speak another language, in addition to English, is a plus
- Responsible and reliable person a must