

# GREEN-WOOD

<b>Position:</b>	<b>Welcome Associate</b>
<b>Department</b>	<b>External Relations</b>
<b>Reports to:</b>	<b>Manager of Retail and Venue Operations</b>
<b>Location:</b>	<b>"The Green-House at Green-Wood" The Green-Wood Cemetery, Brooklyn, NY</b>
<b>FLSA Status:</b>	<b>Non-Exempt; Part-time</b>
<b>Schedule:</b>	<p>During the pre-launch phase, hours will primarily be Monday–Friday between 9am–5pm to support training, orientation, and operational preparation. Following the opening of the Green-House on April 18, 2026, the schedule will shift to include:</p> <ul style="list-style-type: none"> <li>• Part-time position averaging 18–28 hours per week.</li> <li>• 5 to 9-hour shifts scheduled between 10am and 7pm</li> <li>• 3-4 days per week</li> <li>• Workdays typically fall Thursday–Monday, closed Tuesday/ Wednesday</li> <li>• Regular Weekend availability</li> </ul> <p>Occasional evening hours may be required to support visitor services, retail operations, and public programs.</p>
<b>Salary:</b>	<b>\$25/hr.</b>

Do you enjoy engaging with people, assisting visitors, and helping them discover something new?

The Green-Wood Cemetery is looking for welcoming, helpful, and engaging individuals to join our team as Welcome Associates at the Green-House, our new public-facing visitor center opening in spring 2026.

The Green-House will serve as a new gateway for visitors to explore Green-Wood’s history, landscape, and public programs.

In this role, you’ll greet visitors from around Brooklyn, New York, and the world and introduce them to one of New York City’s most extraordinary historic landscapes. Whether helping someone find a historic gravesite, recommending a tour, or assisting with retail purchases, Welcome Associates help create memorable and meaningful visitor experiences.

This position is ideal for someone who is naturally hospitable, enjoys connecting with people, and takes pride in helping others feel informed, oriented, and inspired during their visit.

**Students or enthusiasts of history, public history, urban studies, environmental education, hospitality, or museum studies are especially encouraged to apply.**

## **ABOUT THE DEPARTMENT**

The External Relations Department serves as Green-Wood's central hub for communications, public engagement, and visitor-facing strategy. Through cohesive messaging, consistent brand identity, and strategic outreach, the department advances Green-Wood's mission and amplifies its role as a National Historic Landmark, accredited arboretum, and cultural institution.

By combining compelling storytelling, public engagement, and digital outreach, External Relations strengthens connections with diverse audiences and supports welcoming, meaningful experiences across Green-Wood's campus and public-facing initiatives.

## **ABOUT THE ROLE**

Welcome Associates support the day-to-day visitor experience at the Green-House welcome desk. Working under the supervision of the Manager of Retail and Venue Operations, they assist visitors, support retail transactions, and help ensure the visitor center operates smoothly during public hours and special events.

This role blends hospitality, customer service, retail responsibilities, and public engagement. Welcome Associates help connect visitors to Green-Wood's history, landscape, programs, and services while maintaining a professional and welcoming presence.

## **KEY RESPONSIBILITIES**

### **Visitor Services & Public Engagement**

- Greet visitors warmly and provide a welcoming first impression of Green-Wood.
- Provide accurate information about Green-Wood's history, programs, exhibitions, and grounds.
- Help visitors plan their visit, including providing maps, directions, and general orientation across the Cemetery.
- Assist visitors in locating gravesites using the burial lookup system and available mapping tools.
- Respond to inquiries made in person, by phone, and via email.
- Promote Green-Wood's offerings, including current and upcoming programs, tours, and membership opportunities.
- Direct inquiries related to cemetery services, genealogy, or sales to the appropriate department.

### **Retail & Transaction Support**

- Operate the Green-House retail point-of-sale (POS) system to process merchandise and ticket transactions accurately.
- Introduce visitors to retail items, including merchandise, flowers, and seasonal products, and assist with purchases as appropriate.
- Assist with basic retail inventory tasks including restocking merchandise and maintaining organized displays.

- Support daily retail opening and closing procedures as directed.

### **Program & Event Support**

- Assist with program check-in, ticket scanning, and visitor flow during public programs and events.
- Support visitor flow and basic logistics during busy periods, programs, or scheduled activities.

### **Front-of-House Operations**

- Maintain a clean, organized, and welcoming visitor desk and lobby environment.
- Ensure visitor materials such as maps, brochures, and program information remain stocked and accessible.
- Support daily opening and closing procedures for the Green-House welcome desk.
- Monitor visitor flow and report operational issues or safety concerns to the Manager of Retail and Venue Operations.

### **Visitor Experience & Safety**

- Help ensure a respectful and inclusive environment for all visitors.
- Assist in addressing visitor concerns or questions calmly and professionally.
- Escalate complex issues or incidents to supervisory staff when necessary.
- Maintain awareness of ADA accessibility accommodations and assist visitors accordingly.

### **QUALIFICATIONS**

- Demonstrated ability to work effectively with the public in a welcoming and professional manner.
- 1–2 years of experience in visitor services, retail, hospitality, museums, parks, or other customer-facing environments.
- Excellent verbal communication and interpersonal skills.
- Comfort working in a busy, public-facing setting and assisting diverse audiences.
- Experience operating point-of-sale systems or handling retail transactions preferred.
- Ability to manage multiple tasks while maintaining a welcoming and calm demeanor.
- Reliability, punctuality, and professionalism.
- Interest in or willingness to learn about Green-Wood's history, mission, and landscape.

### **Preferred**

- Experience working in cultural institutions, parks, or visitor centers.
- Bilingual candidates strongly encouraged (Spanish/English or Mandarin/English).

### **TRAINING & SUPPORT PROVIDED**

Green-Wood provides training to support Welcome Associates in delivering excellent visitor experiences. Training includes:

- Orientation to Green-Wood's mission, history, and landscape
- Visitor service and customer experience standards
- Retail and POS system training
- Burial lookup and mapping tools
- ADA accessibility awareness
- De-escalation and visitor interaction guidance

- Safety and operational procedures for the Green-House

Welcome Associates will receive ongoing support from the Manager of Retail and Venue Operations and the External Relations team.

### **PHYSICAL REQUIREMENTS**

This role involves standing or sitting for extended periods at the welcome desk. Associates may occasionally move throughout the Green-House or Cemetery grounds and lift light materials (up to 20 pounds) such as visitor materials or retail inventory.

### **TO APPLY**

Join us in helping shape the visitor experience at a new cultural destination while representing one of New York City's most meaningful historic landscapes.

Please submit a resume and brief cover letter outlining your interest in the role to [hire@green-wood.com](mailto:hire@green-wood.com) with the subject line: Welcome Associate – Last Name

In your cover letter, please briefly tell us about a place in New York City whose history you enjoy sharing with others.