



The Cathedral
Church of **Saint John**
the Divine

1047 Amsterdam Ave.
at 112th Street
New York, NY 10025
stjohndivine.org

Job Announcement
Visitor Services Assistant

Job Title: Visitor Services Assistant
Department: Public Education and Visitor Services (PEVS)
Posting Date: August 2022

Overview

With its doors open to everyone, the Cathedral Church of Saint John the Divine is one of the world's most celebrated religious and cultural institutions. We welcome hundreds of thousands of people each year for worship, tours, concerts, events, and more, and for most, the first person they encounter at the Cathedral is one of our part-time Visitor Services Assistants. The role of Visitor Services Assistant (VSA) is an hourly, nonexempt position that reports to the Manager of Visitor Services and Retail Operations. The Cathedral hires without regard to race, gender, religion, sexual orientation, national origin, age, disability, or marital or veteran status.

Responsibilities and Qualifications

The VSA serves the vital role of welcoming guests from all walks of life to the Cathedral and connecting them to this vibrant institution. Key areas of responsibility include: admissions, visitor orientation and assistance, ticket and merchandise sales, and information. The successful candidate is a dependable, organized, and punctual self-starter with exemplary communications skills and demonstrated customer service experience. Additional qualifications include:

- Minimum 1-3 years of experience in customer service or related field
- Welcoming, diplomatic, and engaging demeanor when working with people of all ages
- Cash handling and point-of-sale experience
- Ability to assimilate information quickly and willingness to accept direction
- Flexibility in fast-paced environments
- Ability to work both independently and as part of a team
- Interest in the Cathedral's mission, programming, and initiatives
- Fluency in Spanish is a plus; all foreign language abilities desirable

Schedule

We are currently seeking candidates to work on both weekdays and weekends. Must be available to start training immediately. The Cathedral's current open hours are 9:30am – 5:00pm Monday - Saturday and 9:30am – 5:00pm on Sundays. VSAs work in fixed shifts, including weekends and most holidays. Occasional evening hours are required for meetings or special events.

Compensation: \$16.50 per hour

Application Instructions

Email resume and cover letter to position@stjohndivine.org with "Visitor Services Assistant" in the subject field. No calls, please.