

FORT TICONDEROGA AMERICA'S FORT

Guest Services Clerk

Area #2

Status: Temporary Seasonal Position

PRIMARY PURPOSE OF POSITION

The Guest Services Clerks are responsible for running the Guest Service Desk at the Log House in an efficient and friendly manner as an educational service to our guests and as an important source of revenue for Fort Ticonderoga. The Guest Service Desk should be a cheerful, friendly, welcoming place where guests can purchase tickets from informed and enthusiastic staff. The Guest Service Desk is currently the first place within the view of the Fort our guests meet. It is essential that you be *informed and enthusiastic* about the many opportunities at the Fort: the daily program, special events, add-on tickets, off season activities, Friends program, the Cafe and others. Fort Ticonderoga is an independently owned non-profit and your work and admission sales serve the mission of the Fort!

STANDARDS: Maintain a positive, enthusiastic outlook; smile and greet guests, employees, managers, and supervisors; show respect for and cooperate at all times with those for whom and with whom you work; report to work as scheduled and on time; meet appearance standards; perform assigned tasks accurately and on time.

RELATIONSHIPS

- ❖ This person reports to the Accounting Manager.
- ❖ This person works closely with all other departments and must be willing to work, as needed, in all areas of Fort Ticonderoga.
- ❖ Efficient work by a small department that shares equipment and workspace **requires** a spirit of positive cooperation with co-workers.

COMMUNICATION SKILLS

- ❖ Able to talk to an audience of diverse age and backgrounds
- ❖ Clearly communicate with individuals
- ❖ Present a professional image with regard to Fort Ticonderoga in all media
- ❖ Understand, follow and enforce the directions of the Accounting Manager and all senior supervising staff
- ❖ Be kind, polite, and courteous at all times

RESPONSIBILITIES

- ❖ Maintain workstation to ensure it is properly operated.
- ❖ Close register at Guest Service Desk at end of business day.
- ❖ Welcome and orient guests.
- ❖ Greet pre-registered groups to welcome them to our site and answer any immediate questions (restroom locations, etc.)
- ❖ Promote Friends programs, add-on tickets and other special events.
- ❖ Collect friends' memberships, special event and add-on fees accurately and efficiently.
- ❖ Answer guest questions
- ❖ Receive and maintain/replenish the "bank" every morning and evening. **Always** enter the vault with at least one other person.
- ❖ Count money at the beginning of the day and at closing only.
- ❖ Ensure that all transactions are accurate and complete.
- ❖ Ensure organizational pillars are being upheld by Guest Service team.
- ❖ Ensure that the next day's "kitty" is counted and locked in the vault.
- ❖ Be alert to guest needs. Delivering quality customer service is your most important job!

PHYSICAL EFFORT

Some guest service work requires effort and may be strenuous. The various duties require the ability to endure varied temperatures including heat and cold. There are activities that require bending, squatting, stopping, extensive use of stairs, moving inventory and equipment, lifting and grasping. Must be able to lift 50 lbs., able to stand and walk for an extended period (up to 4 hours) and must have manual dexterity to perform job duties.

VISUAL ATTENTION, MENTAL CONCENTRATION and MANIPULATIVE SKILLS

Work performed requires concentration to ensure accuracy in completing assignments correctly the first time. Also expected is the capability to carry out more than one task at a time and the ability to assist with projects as needed.

SAFETY FOR OTHERS

Guest Service Clerks should understand the safety procedures for all equipment and supplies used. Every effort should be taken to ensure proper operation of equipment and supplies. The individual employee must be aware of potential hazards to visitors at all times. This employee assists with the safety responsibilities for this section.

GOALS

- ❖ Deliver high quality service and product
- ❖ Safe, careful and precise delivery of product and service
- ❖ Build strong, positive relationship with everyone you serve
- ❖ Be fully present, fully aware, fully available for those you serve
- ❖ Be a valuable, positive contributor to the team
- ❖ Respond to change and adversity positively and productively
- ❖ Proactively initiate positive change
- ❖ Wise use of time, money, materials, collections and land.
- ❖ To serve Fort Ticonderoga's mission in all of your work
- ❖

SCHEDULE

Must be flexible, able to work weekends and some evening shifts may be required. This is a temporary seasonal position. Fort Ticonderoga is an Equal Opportunity Employer.

January 14, 2014