

FORT TICONDEROGA AMERICA'S FORT

Seasonal Museum Store Clerk I Status: Temporary Seasonal Position

PRIMARY PURPOSE OF POSITION

The Museum Store Clerks are responsible for running the Museum Store in an efficient and friendly manner as an educational service to our guests and as an important source of revenue for Fort Ticonderoga. The Museum Store should be a cheerful, friendly, welcoming place where guests and staff can purchase merchandise from informed and enthusiastic staff. The Log House is currently the Fort's Welcome Center and Log House staff will generally be the first and the last people most of our guests encounter. It is essential that you be *informed and enthusiastic* about the many opportunities at the Fort: the daily program, special events, off season activities, Friends program, the Café and others. Fort Ticonderoga is an independently owned non-profit and your work and store 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 Museum Store Supervisor; in absence of the Museum Store Supervisor Store Clerk I reports to Store Clerk II.
- ❖ 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 Museum Store Supervisor and all senior supervising staff
- ❖ Be kind, polite and courteous at all times

RESPONSIBILITIES

- ❖ Replenish merchandise as needed to ensure adequate supplies.
- ❖ Maintain each workstation to ensure it is properly operated.

- ❖ Notify the Museum Store Supervisor when merchandise or workstation supplies are low.
- ❖ Price and stock merchandise as directed by the Museum Store Supervisor.
- ❖ Dust merchandise and shelves in the workstation area daily.
- ❖ Ensure that all transactions are accurate and complete.
- ❖ Ensure organizational pillars are being upheld by team.
- ❖ Ensure that the next day's "kitty" is counted and locked in the vault.
- ❖ Check stamps on a daily basis – send stamp money in days' receipt and list stamps needed.
- ❖ When merchandise is received it should be first checked by the Museum Store Supervisor After the Museum Store Supervisor has verified the delivery and printed the bar codes, the Clerk should attach them to the merchandise and place it in the store for sale.
- ❖ Display merchandise as directed by the Museum Store Supervisor
- ❖ Be alert to guest needs and activities. Delivering quality customer service is your most important job!

PHYSICAL EFFORT

Some store 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

Museum Store Clerk 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.

CLOTHING REQUIREMENTS

The Museum Store Clerk must meet the requirements of the Fort's dress code policies.

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