

# FORT TICONDEROGA AMERICA'S FORT

## *Carillon Bartender*

Status: Temporary Seasonal Position

### **PRIMARY PURPOSE OF ORGANIZATION**

Fort Ticonderoga is one of North America's most significant and oldest historic sites. Fort Ticonderoga preserves, educates, and provokes active discussion about the past and its importance to present and future generations. We foster an on-going dialogue surrounding citizens, soldiers, and nations through America's military heritage.

Fort Ticonderoga is comprised of 2,000 acres and includes the reconstructed Fort, the Carillon Battlefield, the Pavilion and the King's Garden, Mount Defiance, Mount Independence, Native American historic sites and numerous other historic features that span the property's history. The Fort Ticonderoga Museum holds one of the largest and most significant collections of 18<sup>th</sup> century military material culture in North America. Current staffing includes 27 full-time employees and approximately 80 temporary employees. Fort Ticonderoga annually serves more than 75,000 visitors.

Fort Ticonderoga is a non-profit educational institution and museum open to the public since 1909.

### **PRIMARY PURPOSE OF POSITION**

The *Carillon* Bartender is a member of the crew of the tour boat *Carillon*, providing alcoholic and nonalcoholic drinks, and snacks to guest on board this vessel. This position must consistently deliver knowledgeable and friendly guest service, serving our mission by enhancing the experience of guests onboard. The *Carillon* Bartender is responsible for generating sales, restocking and ordering, cashiering, and safeguarding inventory on the *Carillon*. As a member of the boat's crew, the *Carillon* Bartender assists with visitor entry and exit from the vessel, as well as launching and docking. The *Carillon* Bartender also aids the Captain in emergencies to safeguard visitor and vessel safety.

### **RELATIONSHIPS**

- ❖ This person reports to *Carillon* Captains and the VP of Public History & Operations
- ❖ Must be willing to work closely with other departments
- ❖ Sharing equipment and workspace requires a spirit of positive cooperation with co-workers

### **QUALIFICATIONS**

Bartending and/or customer service experience including:

- ❖ Superior Customer Service Skills
- ❖ A basic knowledge of all standard alcoholic drinks and know how to prepare them
- ❖ Boating operations experience preferred

## **SKILLS & ABILITIES**

- ❖ Excellent customer service and communication skills
- ❖ Proficiency with relative point of sale software
- ❖ Must be able to multi-task, function as part of a close-knit team, and enjoy working with the public

## **RESPONSIBILITIES**

- ❖ Ensure that guests receive outstanding service which includes greeting guests, maintaining solid product knowledge and all other aspects of customer service
- ❖ Proactively interact with guests in a professional manner
- ❖ Perform sales transactions in POS system throughout shift.
- ❖ Maintain knowledge of product and its background and relationship to the organization, including site-made ingredients, local farm partnerships, etc.
- ❖ Be aware of all Museum events, programs, and upsells both ongoing and upcoming.
- ❖ Maintain a professional appearance and demeanor while adhering to the organization's and New York State's Department of Health dress code
- ❖ Ensure organizational values are being upheld by team
- ❖ Resolve customer complaints in a professional and efficient manner, calling upon supervisor when needed
- ❖ Safeguard inventory
- ❖ Maintain the Carillon bar workstation to ensure it is properly operated, organized, and sanitary, meeting all standards of the New York State Liquor Control Board.
- ❖ Ensure that everyone shows identification before alcohol is served.
- ❖ Assist with other duties as directed

## **PHYSICAL DEMANDS**

- ❖ The physical demands and work environment described here are representative of those an employee encounters while performing the essential functions of this job.
- ❖ Physical requirements include long periods of standing, stooping, kneeling, bending, and lifting of up to 50 lbs.
- ❖ Lifting and transporting of moderately heavy objects such as furniture, equipment, and boxes, will be required
- ❖ Able to be outdoors in a variety of weather conditions.

## **SAFETY OF OTHERS**

- ❖ Required to ensure the safety of all visitors and crew on the vessel *Carillon*
- ❖ Required to ensure the safety of the tour boat *Carillon* and associated docks & equipment

## **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.

***To apply send letter of interest, resume, three references, and one letter of recommendation to Stuart Lillie, Vice President of Public History and Operations, Fort Ticonderoga Association at 30 Fort Ti Road, Ticonderoga, NY 12883 or e-mail [SLillie@fort-ticonderoga.org](mailto:SLillie@fort-ticonderoga.org). Faxed applications can be sent to 518-585-2210. For more information call 518-585-6190. For additional information on Fort Ticonderoga visit [www.fort-ticonderoga.org](http://www.fort-ticonderoga.org).***

*Fort Ticonderoga Carillon Bartender  
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