

FORT TICONDEROGA AMERICA'S FORT™

Guest Services Senior Associate

Status: Temporary Seasonal

Primary Purpose of Position

To maintain a high level of guest service within the Log House Welcome Center and other points of sale by delivering knowledgeable and friendly service. The Senior Associate plays a crucial role in guaranteeing the efficient operation of the Guest Service areas. This staff member serves Fort Ticonderoga's mission by assuming various roles within the Museum Store and Guest Services including generating sales both on site and online, processing group tours, merchandising, restocking, cashiering, and safeguarding inventory.

Relationships

- The Guest Services Senior Associate reports to the Museum Guest Services Manager
- The Senior Associate assists in managing Guest Service staff
- This person must be willing to work closely with other departments
- Sharing equipment and workspace requires a spirit of positive cooperation with co-workers

Qualifications

Retail and/or customer service experience including:

- Management/Supervisory experience
- Superior Customer Service Skills
- Cash Handling

Skills and 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

- The Senior Associate is responsible for completing supervisory tasks, such as reordering merchandise, managing staff, receiving inventory, and other duties as assigned by Museum Guest Services Manager
- 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. Issue receipts, refunds, credits, and accurate change due to customers

- Be proactive in growing the membership base by providing information about the benefits and value of membership, completing membership sales, and processing member data accurately
- Assist in processing and replenishing merchandise and monitoring floor stock levels as directed by the Museum Guest Services Manager
- Be aware of all museum events, programs, exhibits, etc. both ongoing and upcoming
- Assist in floor moves, merchandising, display maintenance and housekeeping
- Assist in building our online store and increasing website sales
- Maintain a professional appearance and demeanor while adhering to the organization's dress code
- Ensure organizational values are being upheld by team
- Resolve customer complaints in a professional and efficient manner, calling upon supervisor when needed
- Participate in inventory and cycle counts
- Maintain each workstation to ensure it is properly operated
- Assist with other duties as directed by Museum Guest Services Manager.

Physical Demand

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 lb.
- Lifting and transporting of moderately heavy objects such as store furniture, equipment, and boxes, will be required
- The various duties require the ability to work in varied temperatures

Safety for Others

- This employee assists with the safety responsibilities for the Log House Welcome Center
- Museum Retail Associate should understand the safety procedures for all equipment and supplies used
- The individual employee must be aware of potential hazards to visitors at all times and be prepared to provide guidance, assistance and instructions to patrons in the event of an emergency

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

Seasonal, Full-time

Able to work a flexible schedule including weekends from May through October

Fort Ticonderoga is an Equal Opportunity Employer

To apply please send resume and cover letter to Chelse Martin, Museum Guest Services Manager, Fort Ticonderoga Association at 30 Fort Ti Road, Ticonderoga, NY 12883 or e-mail to cmartin@fort-ticonderoga.org. Application deadline is June 15, 2018. Faxed applications can be sent to 518-585-2210. For more information, call 518-585-2821. For additional information on Fort Ticonderoga visit www.fort-ticonderoga.org.