



Retail and Guest Services Manager

Fort Ticonderoga is committed to an authentic and engaging visitor experience in all facets of its public programs and uses its landscape, structures, exhibits, and museum collections to educate its visitors about the site's remarkable history.

Fort Ticonderoga's Mission:

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.

Vision:

We aspire to enrich the human experience and strengthen citizenship by fostering critical thinking, historical literacy, and an appreciation of beauty.

Values:

Passion – Passion is at the heart of our organization; we energize, engage and inspire others, building strong positive relationships with everyone we serve.

Creativity – We instill innovation and imagination into our work; we proactively seek and respond to opportunity. We are adaptable and resilient in the face of challenges.

Excellence – We are driven to be leaders and experts in our respective fields, reflecting the highest level of competence and accuracy as positive contributors to the team.

Honesty – We embrace and share the process of inquiry and reflection, creating a sense of trust with our stakeholders.

Service – We are committed to being fully available and welcoming to all, serving as responsible and active stewards of our cultural and financial resources.

Primary Purpose of Position:

Fort Ticonderoga seeks a dynamic, creative, and energetic professional to oversee our retail and guest services program. Reporting to the Director of Finance & Business Operations, this position will implement organizational strategy to engage audiences of all ages, manage ticketing, welcome and orient visitors, and continue to build on a retail program (on-site and digital) that reflects Fort Ticonderoga's unique brand and institutional goals. The Retail and Guest Services Manager is responsible for hiring, supervising, and evaluating all guest services and retail staff. This position will implement annual business goals, ensure inventory controls, reporting, and processing of sales and orders. This position will also work closely with the public history, curatorial, and academic programs to ensure clear communication regarding programs, events, exhibitions, and other guest experiences. The qualified candidate is skilled at communication, is committed to visitor engagement, and has experience in budget management, supervision, sales, education, and guest services.

B. Essential Duties and Responsibilities:

- Supervise and evaluate all ticket and retail sales keeping with the museum's policy, procedures, mission and strategic goals
- Oversee daily operations including admissions, guest services and the museum store
- Recruit, hire, and supervise department staff; conduct routine evaluation and observation of staff and programs.
- Maintain appropriate inventory levels, receive all merchandise, establish appropriate pricing and direct all displays
- Ensure proper training of Guest Service and Retail staff and work to ensure quality delivery of sales programs. Foster a culture of learning and community among all staff and across the site.
- Oversee daily premium ticket sales such as boat tours and evening programs to maximize guest experience and meet annual budgetary goals
- Ensure that the Log House Welcome Center is an inviting place to welcome and orient all guests to the Fort Ticonderoga experience
- Serve as the lead staff member in the entire Log House Welcome Center providing daily oversight in all business units to ensure Fort Ticonderoga standards of excellence
- Achieve annual budget goals and ensure internal controls, reporting, and processing
- Develop and implement a retail strategy including new product lines to reflect Fort Ticonderoga's unique brand
- Partner with the Vice President of Public History/Operations and Group Tours Coordinator to ensure the efficient processing of daily visitors and groups
- Communicate daily with senior staff to ensure guest service and retail staff are fully informed on all programs, events, exhibitions and other daily/special activities
- Work with Development staff to develop and implement special membership offers to help grow the membership program
- Collaboratively work with all staff to promote upcoming programs, events, exhibitions and other learning opportunities across the Ticonderoga campus
- Partner with America's Fort Café and horticulture staff to increase sales of food products, support visitor needs, and expand the farm to table retail program
- Develop and implement pop-up retail opportunities
- Ensure Guest Service/Museum Store best practices
- Communicate regularly with leadership team on department activities and participate with the leadership team on organizational strategy
- Additional duties as assigned

C. Knowledge, Skills and Ability

Applicant must be enthusiastic, energetic, and creative and have a passion for working with various audiences, including student and youth audiences and the general public.

Candidate must possess:

- Computer skills, including working with Microsoft Word, Excel, Publisher and website and social media platforms. Experience utilizing ALTRU POS system is preferred
- Goal-oriented with the ability to analyze data and provide action oriented plans
- Excellent time management skills; ability to manage a variety of responsibilities under pressure
- Creative thinker and possess the skills to take a plan from inception to completion
- Excellent organizational and supervisory skills with attention to detail and ability to delegate
- Experience with personnel and budget management
- A friendly and approachable manner with the ability to motivate and incentivize staff to achieve their best performance
- Unwavering commitment to customer service
- Excellent communication, writing, and interpersonal skills
- Familiarity with museum best practice and visitor engagement
- Ability to work in a variety of settings with some physical exertion including climbing stairs and lifting boxes up to 50 lbs.
- Familiarity with 18th-century American history and material culture desired.

The Retail and Guest Services Manager will be a key member of the museum's team. Candidate must possess the ability to manage several tasks simultaneously, analyze and solve problems, and exercise tact and judgment in all situations. Initiative is required and the candidate must be able to work independently yet be an effective team member. A commitment to excellence is expected and an outstanding professional demeanor, energy level and work ethic is required. They must be able to strategically support Fort Ticonderoga's mission and vision and help lead a positive, high-quality organization.

D. Work Schedule:

The normal working hours for this position will be determined with weekend, evening, holiday and overnight work required on a scheduled basis. Travel within the region will be required for scheduled programs.

E. Qualifications:

Candidate must have a minimum of a Bachelor's degree in an appropriate field of study, or equivalent work experience. Supervisory experience in retail, visitor services, or other related field. Minimum of 3-5 years of experience at a museum, historic site, or other related guest service or retail position.

Salary is commensurate with experience and may include bonus incentives. This is a full time position with benefits. Fort Ticonderoga is an Equal Opportunity Employer.

To apply send letter of interest, resume, and three references, to Sydney Collier, Director of Finance & Business Operations, The Fort Ticonderoga Association at P.O. Box 390, 30 Fort Ti Rd., Ticonderoga, NY 12883 or e-mail info@fort-ticonderoga.org. Faxed applications may be sent to 518-585-2210. For more information, call 518-585-2821. For additional information on Fort Ticonderoga visit www.fortticonderoga.org

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