



Guest Service Associate

Status: Temporary Seasonal

PRIMARY PURPOSE OF POSITION

Guest Service Associates serve Fort Ticonderoga's mission by delivering an exemplary level of service and being knowledgeable about Museum programs, events, exhibits, procedures, and products. These individuals are responsible for running the Guest Service locations in an efficient and friendly manner as an educational service to our guests, and as an important source of revenue for Fort Ticonderoga as well as processing admissions, memberships, and ticket sales. Guest Service Associates are the first staff our visitors encounter and should be a cheerful providing a welcoming place where guests can learn more about ongoing and upcoming events and programs from an informed and enthusiastic staff.

RELATIONSHIPS

- The Guest Service Associate reports to the Retail and Guest Services Manager
- This person works closely with all other departments
- Sharing equipment and workspace requires a spirit of positive cooperation with co-workers

Skills and Abilities

- Excellent communication skills
- Enthusiastic and engaging attitude
- Keen observation skills and desire to be proactive about visitor needs
- Proficiency with relative point of sale software to process sales
- Must be able to multi-task, function as part of a close-knit team, and enjoy working with the public

Responsibilities

- Act as a concierge by assisting guests with questions or directions, welcoming and assisting pre-registered groups, and orienting guests to the site and amenities
- Promote current and upcoming events and programs
- Proficiently process admission, membership, and ticket sales while informing guests about daily and upcoming programs
- Efficiently account for and process **every** guest that comes through the gate
- Process payments in an efficient manner and accurately complete closed drawer reconciliation at end of day
- 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
- Ensure organizational values are being upheld by Guest Service team
- Maintain workstation to ensure it is properly operated organized
- Resolve customer complaints in a professional and efficient manner, calling upon supervisor when needed
- Assist with other duties as directed by the Retail and Guest Services Manager

Physical Effort

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 (up to 4 hours), stooping, kneeling, bending, and lifting
- Lifting and transporting of moderately heavy objects such as furniture, equipment, and boxes, might 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
- Guest Service 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

Able to work a flexible schedule including weekends and occasional evenings

Job Type: Temporary Seasonal

Fort Ticonderoga is an Equal Opportunity Employer

To apply send applications to Nicholas Fitzgerald, Museum Retail and Guest Services Manager, Fort Ticonderoga Association at 30 Fort Ti Road, Ticonderoga, NY 12883 or e-mail to retail@fort-ticonderoga.org. 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.