



## **Museum Retail & Guest Service Associate**

**Status: Temporary Seasonal**

### **Primary Purpose of Position**

Retail & 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 various areas within the Retail and Guest Service Department. Areas include but are not limited to: The Log House Welcome Center, The Museum Store, Admissions Booth, and other pop-up locations. These employees are the first and last staff our visitors encounter and should be a cheerful presence. Staff will run point of sale software to operate many aspects from admission to memberships to merchandise sales.

### **Relationships**

- The Guest Service Associate reports to the Museum 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

### **Qualifications**

Retail and/or customer service experience including:

- Superior Customer Service Skills
- Cash Handling

### **Skills and Abilities**

- Excellent customer service and communication skills
- Enthusiastic and engaging attitude
- Keen observation skills and desire to be proactive about visitor needs
- Proficiency with 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**

(Responsibilities will vary based on work assignment)

- 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 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
- Aid guests in locating merchandise
- Perform sales transactions in POS system throughout shift. Issue receipts, refunds, credits, and accurate change due to customers
- Ensure that cash drawer amounts are correct and that there is adequate change
- Balance monies to daily receipts at the end of the shift without incurring any shortage or overage
- Maintain knowledge of product, its provenance and relationship to the museums exhibitions and mission
- Assist in processing and replenishing merchandise and monitoring floor stock levels as directed by the Museum Retail & Guest Services Manager
- Assist in packaging of online sales as directed by the Museum Retail & Guest Services Manager
- Assist in floor moves, merchandising, display maintenance and housekeeping
- Maintain a professional appearance and demeanor while adhering to the organization's dress code
- Participate in inventory and cycle counts
- Ensure organizational values are being upheld by the team
- Maintain workstation to ensure it is properly operated and organized
- Resolve customer complaints in a professional and efficient manner, calling upon supervisor when needed
- Assist with other duties as directed by the Museum Retail and 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 lbs.
- 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
- 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**

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 Paula Simons, Museum Retail and Guest Services Manager, Fort Ticonderoga Association at 30 Fort Ti Road, Ticonderoga, NY 12883 or email to [psimons@fort-ticonderoga.org](mailto:psimons@fort-ticonderoga.org). For more information, call 518-585-2821. For additional information on Fort Ticonderoga visit [www.fort-ticonderoga.org](http://www.fort-ticonderoga.org).***