



Museum Retail & Guest Service Lead

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.

Additionally this position will support the Director of Museum Retail and Guest Services with scheduling, inventory management, and merchandising. This position will also be a key-holder, taking a lead in daily opening and closing duties.

Relationships

- The Retail Lead reports to the Director of Museum Retail and Guest Services.
- 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:

- Some supervisory experience including scheduling.
- Excellent time management and organizational skills.
- Inventory management experience.
- Cash handling and opening and closing a retail business.

Skills and Abilities

- Excellent customer service and communication skills.
- Enthusiastic and engaging attitude.
- Ability to work in a fast-paced environment.
- Keen observation skills and desire to be proactive about visitor needs.
- Proficiency with point of sale software to process sales and solve problems.
- Ability 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)

- Assist with writing the weekly staff schedule on budget.
- Manage all schedule requests using Schedule Change Form.
- Assist with all aspects of Daily Operations from opening duties through to closing duties.
- Manage scheduling needs when a staff member is absent and follow monitoring process.
- 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, directions and any other relevant logistics.

- Efficiently account for and process **every** guest that comes through the gate.
- Process payments efficiently, accurately and complete closed drawer reconciliation at EOD.
- 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 and assist them in finding merchandise.
- Accurately answer guest's questions regarding Fort Ticonderoga and be proactive about finding correct answers when in doubt from Public History or Interpretation team members.
- Perform sales transactions in POS system throughout shift. Issue receipts, refunds, credits, and accurate change, as well as assist with POS and technology trouble shooting.
- Ensure that all opening cash drawer amounts are correct and that there is adequate change for personal drawer as well as staff member's drawers.
- Balance monies to daily receipts at the end of the shift without incurring any shortage or overage, and assist staff members with their closing procedures.
- 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 Director of Museum Retail & Guest Services.
- Assist in processing and packaging online sales as directed by the Director of Museum Retail & Guest Services.
- Assist in floor moves, merchandising, display maintenance and general housekeeping.
- Maintain a professional demeanor and appearance and adhere to the dress code.
- Participate in cycle counts and EOY physical inventory.
- 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.
- Be fully present, fully aware and fully available for those you serve.
- Build strong, positive relationship with everyone you serve.
- Assist with other duties as directed by the Director of Museum Retail and Guest Services.

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 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.

- 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, holidays and the occasional evening.

Salary

Pay ranges from \$16-\$20 per hour with compensation based on skill and experience.

Job Type: Temporary Seasonal

Fort Ticonderoga is an Equal Opportunity Employer

To apply, send applications to Paula Simons, Director of Museum Retail and Guest Services, Fort Ticonderoga Association at 30 Fort Ti Road, Ticonderoga, NY 12883 or email to psimons@fort-ticonderoga.org. For more information, call 518-585-2821. For additional information on