



## **Guest Services and Retail Manager**

*Full-Time Position with Benefits*

Welcoming visitors since 1909, Fort Ticonderoga is a museum, historic site, major cultural destination, and center for learning. As a multi-day destination and the premier place to learn more about North America's military heritage, Fort Ticonderoga engages more than 70,000 visitors each year. Presenting vibrant programs, historic interpretation, boat cruises, tours, demonstrations, and exhibits, Fort Ticonderoga is open for daily visitation May through October and special programs during Winter Quarters. Fort Ticonderoga is owned by The Fort Ticonderoga Association, a 501c3 non-profit educational organization.

### **Vision:**

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

### **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.

### **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 manage the-guest services and museum retail store operations.

This position will oversee guest services and museum retail daily operations including hiring seasonal staff, staff oversight, daily scheduling, guest engagement and

communication, and opening and closing duties. This position will collaborate with Fort Ticonderoga leadership including the finance department, group tours and public history. The Guest Services and Museum Store Manager will work with other retail staff including Museum Store Merchandising Manager to help with inventory management, product development, purchasing, merchandising, and display to help maximize sales and reach annual goals. The qualified candidate is skilled in communication, has basic management skills, and has experience in guest services and retail.

**Duties:**

- Oversee daily operations of Guest Services and Museum Store
- Perform daily opening and closing duties
- Recruit, hire, and train Guest Services and Museum Store staff to ensure smooth operations and support annual financial goals
- Scheduling and budgeting to meet position needs/goals
- Communicate all facets of the Fort Ticonderoga visitor experience including special events, premium tours, and other special programs
- Communicate and collaborate with Fort Ticonderoga leadership staff
- Work collaboratively with America's Fort Café staff to maximize F&B sales
- Work collaboratively with development staff to grow membership program, welcome donors, and expand support base through front-line experience
- Increase premium tour sales through Guest Services engagement
- Ensure the Log House Guest Service and Retail space is clean, presentable and welcoming to visitors; oversee the same for the Admission's Booth
- Support Winter Quarters events including Admission and Museum Store
- Support the Museum Store retail program as needed including:
  - Manage stock levels on floor for maximizing sales
  - Maintain merchandising displays according to pre-season master plan
  - Oversee sales and communicate regularly with Merchandise Manager to ensure product availability
  - Assist in opportunities for special promotion including on-line engagement and sales
  - Assist in packaging needs (bags/tissue) and order as needed
  - Help maintain organization in storeroom
  - Assist in inventory control
  - Assist managing inventory in ecommerce system and fulfill online sales orders
  - Additional duties as assigned

**A. Knowledge, Skills and Ability**

Candidate must possess:

- Bachelor's Degree preferred in relevant field including business and marketing
- Computer skills including POS system
- Capacity to manage staff and daily operations
- Excellent time management skills; ability to manage a variety of responsibilities under pressure
- Attention to detail
- A friendly and approachable manner with the ability to communicate information about Fort Ticonderoga including guest service needs, the daily experience, special events as well as museum store merchandise
- Ability to work in a variety of environments and settings including climbing stairs and lifting boxes up to 50 lbs.

**Work Schedule:**

Weekdays with some weekend requirements

**Qualifications:**

A Bachelor's Degree is preferred and a minimum of 2-5 years' experience working in a related field including retail, guest services, museums and historic sites. A Driver's License and transportation are required.

This is a full-time position with benefits

Salary commensurate with experience. Pay range \$40,000 - \$55,000

Fort Ticonderoga is an Equal Opportunity Employer.

***To apply send letter of interest and resume to Beth L. Hill, President and CEO, The Fort Ticonderoga Association at P.O. Box 390, 30 Fort Ti Rd., Ticonderoga, NY 12883 or e-mail [bhill@fort-ticonderoga.org](mailto:bhill@fort-ticonderoga.org). For more information call 518-585-2821. For additional information on Fort Ticonderoga visit [www.fortticonderoga.org](http://www.fortticonderoga.org)***

Current: 08/8/2024