



# FORT TICONDEROGA

## **Museum Store Merchandise 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 and 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:**

We are seeking a highly motivated and creative Merchandise Manager to oversee all aspects of our merchandise program. The ideal candidate will be responsible for developing and executing strategies to drive sales, enhance the customer experience, and maintain a visually appealing store environment. As the Merchandise Manager, you will lead a team, manage inventory, and ensure that our merchandise offerings align with our brand identity.

### **Duties:**

- Develop and implement merchandising strategies to maximize sales and profitability

- Create annual budget and merchandising plan
- Manage inventory control processes to optimize stock levels and minimize shrinkage
- Collaborate with staff to create visually appealing displays and promotions, including on-line presence
- Oversee the selection, pricing, and promotion of merchandise in line with market trends
- Utilize interior design principles to create an engaging and aesthetically pleasing store layout
- Collaborate with and motivate a team of retail associates to achieve sales targets and deliver exceptional customer service
- Utilize schematics to plan store layouts and product placements effectively
- Implement inventory management best practices to ensure accurate tracking and replenishment
- Demonstrate leadership skills by providing guidance, training, and support to team members
- Build the on-line retail program to extend profitable sales year-round; maintain inventory in e-commerce system and reorder as needed
- Integrate Fort Ticonderoga's history, programs and collections to inform product development and museum retail communications
- Oversee packaging needs and restock as needed
- Maintain organization in stockroom
- Daily operational duties include ordering, receiving, vendor communication, product development, display, budgeting, planning, and other inventory related duties
- Review customer feedback to predict sales trends and seasonal demands

**Qualifications:**

- Proven experience in merchandising, retail management, or a related field
- Bachelor's Degree preferred in business, retail management or other related areas
- Strong knowledge of inventory control principles and practices
- Familiarity with POS systems and general computer skills
- Ability to analyze market trends and customer preferences to make informed decisions
- Excellent communication skills and the ability to work effectively in a team environment
- Ability to work in a variety of environments, including climbing stairs and lifting boxes
- Driver's license and transportation are required

**Work Schedule:**

Week day schedule with some weekend requirements; occasional travel

If you are a dynamic individual with a passion for merchandising and a keen eye for detail, we invite you to apply for the Merchandise Manager position. Join our team and play a key role in shaping Fort Ticonderoga's merchandise program and serve our mission of preservation and education. Fort Ticonderoga is an Equal Opportunity Employer. Salary commensurate with experience; pay range \$50,000 - \$70,000 annually

***To apply send letter of interest and resume to Beth L. Hill, President and CEO, The Fort Ticonderoga Association at P.O. Box 390, 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)***