



Museum Retail & Guest Service Associate

Status: Temporary Seasonal

Primary Purpose of Position:

Retail & Guest Service Associates play a critical role in advancing Fort Ticonderoga's mission by providing outstanding service and demonstrating a thorough understanding of the Museum's programs, events, exhibits, procedures, and products. These individuals are responsible for managing various areas within the Retail and Guest Service Department, including but not limited to the Log House Welcome Center, Museum Store, Admissions Booth, and other temporary pop-up locations. As the first and last point of contact for visitors, these associates are expected to maintain a positive and welcoming demeanor. Additionally, they will operate point-of-sale software to facilitate a variety of transactions, including admission, memberships, and merchandise sales.

Relationships:

- The Guest Service and Retail Associate reports directly to the Manager of Museum Retail and Guest Services.
- This position collaborates closely with all other departments to ensure seamless operations.
- A spirit of positive cooperation with colleagues is essential, particularly when sharing equipment and workspace.

Qualifications and Skills (Preferred):

Retail and/or customer service experience, including:

- Exceptional customer service skills.
- Proficient in cash handling and transactions.
- Exceptional customer service and communication skills.
- Enthusiastic, engaging, and positive attitude.

- Strong observational skills with a proactive approach to meeting visitors' needs.
- Proficiency in point-of-sale software for processing transactions.
- Ability to multi-task, collaborate effectively within a team, and enjoy interacting with the public.

Responsibilities:

(Responsibilities will vary based on work assignment)

- Serve as a concierge, assisting guests with questions, providing directions, welcoming and assisting pre-registered groups, and orienting guests to the site and available amenities.
- Promote current and upcoming events and programs to enhance guest engagement.
- Efficiently process admissions, membership, and ticket sales while keeping guests informed about daily and upcoming programs.
- Accurately account for and process each guest entering the site, ensuring smooth and efficient operations.
- Process payments swiftly and complete end-of-day cash drawer reconciliation with accuracy.
- Proactively contribute to growing the membership base by providing information on membership benefits, completing membership sales, and ensuring accurate processing of member data.
- Ensure outstanding customer service by greeting guests, demonstrating strong product knowledge, and addressing all aspects of their needs.
- Interact professionally and proactively with guests to enhance their experience.
- Assist guests in locating merchandise, providing helpful guidance as needed.
- Process sales transactions using the point-of-sale (POS) system throughout the shift, issuing receipts, refunds, credits, and accurate change.
- Maintain accuracy in cash drawer management and ensure sufficient change availability.
- Reconcile cash at the end of the shift, ensuring no discrepancies in receipts.
- Maintain a thorough knowledge of products, including their provenance and relevance to the museum's exhibitions and mission.
- Assist with processing and replenishing merchandise and monitoring floor stock levels.
- Support the packaging of online sales and ensure timely order fulfillment.
- Aid in floor moves, merchandising, display maintenance, and general housekeeping.

- Maintain a professional appearance and demeanor, adhering to the organization's dress code.
- Participate in regular cycle counts and end-of-season physical inventory.
- Ensure that organizational values are upheld by the team and in all guest interactions.
- Keep workstations properly organized and maintained for efficiency and safety.
- Resolve customer complaints in a professional manner, escalating to a supervisor when necessary.
- Assist with other duties as directed by the Director of Museum Retail and Guest Services.

Physical Demands:

The physical demands and work environment described below are representative of those encountered by an employee performing the essential functions of this role:

- Physical requirements include long periods of standing, stooping, kneeling, bending, and lifting up to 50 lbs.
- Lifting and transporting moderately heavy objects such as store furniture, equipment, and boxes will be required.
- The position requires the ability to work in varied temperatures.

Safety Responsibilities:

- Employees will assist with safety responsibilities for the Log House.
- The Museum Retail and Guest Service Associate must be knowledgeable about safety procedures for all equipment and supplies used.
- The individual must remain vigilant and aware of potential hazards to visitors, and be prepared to provide guidance, assistance, and instructions to patrons in the event of an emergency.

Goals:

- Provide high-quality service and products.
- Ensure the safe, careful, and precise delivery of products and services.
- Build strong, positive relationships with all individuals served.
- Be fully present, aware, and available to those you serve.
- Contribute positively and meaningfully to the team.
- Respond to change and adversity with positivity and productivity.

- Proactively initiate and embrace positive change.
- Utilize time appropriately, money, materials, collections, and land wisely.
- Uphold Fort Ticonderoga's mission in all aspects of your work.

Schedule:

- Ability to work a flexible schedule, including weekends, holidays, and occasional evenings.

Salary:

- \$15.50- \$17.00 (*Based on skills and experience.*)

Job Type:

- Temporary Seasonal

Fort Ticonderoga is an Equal Opportunity Employer

To apply, send applications to Janna Barcomb, Museum Retail and Guest Services Manager, Fort Ticonderoga Association at 30 Fort Ti Road, Ticonderoga, NY 12883 or email to jbarcomb@fort-ticonderoga.org. For more information, call 518-585-2821. For additional information on Fort Ticonderoga visit www.fortticonderoga.org.