

Position Title: Guest Relations – Temporary/Part-time

Position Location: Heath Building

General Purpose:

Guest Services employees provide high-quality service to our guests. Must be an excellent communicator who can stay positive when facing difficult situations. Must be reliable and customer-oriented. The goal is to ensure our guests enjoy themselves and plan to come back.

Job Responsibilities:

Guest Services has a vast array of responsibilities during the SC State Fair. One is to provide general information to fair patrons, staff and the public about the SC State Fair and surrounding area. Guest Services deals with a multitude of issues:

Provide Information to Patrons (have knowledge of the location of general fair attractions (large and small animals, kiddy rides, adult rides, Carnival Guest Relations, First Aid, Each Building attractions and food vendors (especially the new one of a kind food items) but most important the location of the nearest restroom.

Paging (Meet your Family at the Rocket --3 pages per \$.50) Using microphone, clearly and distinctly pronouncing the name at least 3 times. Writing name and meeting location on the Paging form at the Guest Services Window. Collect money while making correct change from the cash drawer. Exchanging cash for quarters at the Treasurer's office.

Handle Patron Complaints/Comments (listen to patron, ask if they would like someone to call them back and write up the complaint) Try to resolve customer problems and complaints by clarifying the exact issue, explaining the best solution and forwarding written complaint to Guest Services supervisor for follow up

Walking patrons to Carnival Guest Relations (usually can tell when patron is very upset and frustrated that they have been sent to the wrong Guest Services – by walking them down to the midway and escorting them to the guest relations tent, this gives them time to calm down and feel that someone is truly trying to help solve their issue.

Lost and Found: Collect each morning and during evening shift any lost and found items at specific locations as well as Guest Services Window (keys, wallets, cell phones, jackets, purses, baby strollers, ect.) Try to locate the owner of the item and return as soon as possible (may need to contact by phone if possible. This is a continuous process every day of the fair and may get calls concerning a particular lost item multiple times a day.

Restroom Inspections (check with attendant if available to see if all stalls and sinks are working properly and if any supplies are needed (Example: tissue, paper towels, soap) document any issues on the inspection report and turn in to supervisor

Safety Inspections (usually simultaneously with Restroom Inspection as well as each and every time employee is walking the grounds or buildings) Be aware of any hazards in pathways, including tripping/slipping hazards, sharp edges, etc.

Assisting Richland County Sheriff's Department with Lost Kids (Assist deputies next door with lost children and upset parents of lost kids) Guest Services Staff often makes complimentary pages of Parents name to come to the Heath Building. Just having someone not in a police uniform but fair employee often helps calm and reassure both adults and children.

Fair Employee IDs (week before the fair begins and continuing through the first 3 days of the fair—make IDs in Guest Services Office as needed and by approval of employee's immediate supervisor.

Other Special Projects as directed by Guest Services Supervisor and SC State Fair Management (example: crowd control, scanning tickets for events, judging certain contest, filling in where needed during a particular time.

Note: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change, or new ones may be assigned at any time with or without notice.

Skills Needed:

Customer oriented and professional attitude

Outgoing personality

Employee must have strong communication skills, listening skills and interpersonal skills

Analytical and problem-solving skills

Multitasking and organizational skills

Ability to find the positive in any situation

Keep accurate written records of patron interactions and corresponding complains

Proficient knowledge of Fair policies and procedures (location both on website and media guide as well as fair signage)

Ability to collect payment, make correct change and document transactions as required

Ability to answer a high volume of calls and documenting issue while obtaining correct customer information (Name, Telephone number, etc.)

Working with a team of Guest Services employees, Fair and Carnival Management and other departments to find appropriate solutions

Attentiveness and lots of patience

Must be able to stand and/or walk entire length on fairgrounds multiple times daily

How many pounds must you be able to lift?

Maximum 40 pounds

How much time are you standing each day?

4-6 Hours

Tentative Work Schedule/Dates:

Oct 13-24

Guest Services generally operates on a two-shift schedule. However, some may work opening to close as needed.

Day Shift {30 minutes before opening until 5:00/6:00 pm}

Evening Shift {5:00/6:00 pm to close}

Some flexibility when enough staff to cover all times and approved by supervisor

Note: Times subject to change depending on weather, crowds, etc.

You are expected to report to work on time at the scheduled start of your work shift. Reporting to work on time means that you are ready to start work, not just arriving at your scheduled start time.



ADA CHECKLIST FOR PHYSICAL ACTIVITIES & REQUIREMENTS, VISUAL ACUITY, AND WORKING CONDITIONS OF THE POSITION

Job Title:

1. The physical activity of this position. (Please check all that apply)

☐ A. Climbing. Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized. This factor is important if the amount and kind of climbing required exceeds that required for ordinary locomotion.

☐ B. Balancing. Maintaining body equilibrium to prevent falling and walking, standing or crouching on narrow, slippery, or erratically moving surfaces. This factor is important if the amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.

☐ C. Stooping. Bending body downward and forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full motion of the lower extremities and back muscles.

☐ D. Kneeling. Bending legs at knee to come to a rest on knee or knees.

☐ E. Crouching. Bending the body downward and forward by bending leg and spine.

☐ F. Crawling. Moving about on hands and knees or hands and feet.

☒ G. Reaching. Extending hand(s) and arm(s) in any direction.

☒ H. Standing. Particularly for sustained periods of time.

☒ I. Walking. Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

☐ J. Pushing. Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.

☐ K. Pulling. Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.

☒ L. Lifting. Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to a considerable degree and requires substantial use of upper extremities and back muscles.

☒ M. Fingering. Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand as in handling.

☒ N. Grasping. Applying pressure to an object with the fingers and palm.

☒ O. Feeling. Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.

☒ P. Talking. Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.

☒ Q. Hearing. Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discriminations in sound.

☐ R. Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers.

2. The physical requirements of this position. (Please check only one)

☐ A. Sedentary work. Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

☒ B. Light work. Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for light work.

☐ C. Medium work. Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

☐ D. Heavy work. Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

☐ E. Very heavy work. Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

3. The visual acuity requirements including color, depth perception, and field vision. (Please check only one)

☐ A. The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; visual inspection involving small defects, small parts, and/or operation of machines (including inspection); using measurement devices; and/or assembly or fabrication parts at distances close to the eyes.

☐ B. The worker is required to have visual acuity to perform an activity such as: operates machines, such as lathes, drill presses, power saws, and mills where the seeing job is at or within arm's reach; performs mechanical or skilled trades tasks of a non-repetitive nature, such as carpenter, technicians, service people, plumbers, painters, mechanics, etc.

☐ C. The worker is required to have visual acuity to operate motor vehicles and/or heavy equipment.

☐ D. The worker is required to have visual acuity to determine the accuracy, neatness, and thoroughness of the work assigned (i.e., custodial, food services, general laborer, etc.) or to make general observations of facilities or structures (i.e., security guard, inspection, etc.).

4. The conditions the worker will be subject to in this position. (Please check all that apply)

☐ A. The worker is subject to environmental conditions. Protection from weather conditions but not necessarily from temperature changes.

☐ B. The worker is subject to outside environmental conditions. No effective protection from the weather.

☒ C. The worker is subject to both environmental conditions. Activities occur inside and outside.

☐ D. The worker is subject to extreme cold. Temperatures typically below 32 degrees for periods of more than one hour. Consideration should be given to the effect of other environmental conditions, such as wind and humidity.

☐ E. The worker is subject to extreme heat. Temperatures above 100 degrees for periods of more than one hour. Consideration should be given to the effect of other environmental conditions, such as wind and humidity.

☐ F. The worker is subject to noise. There is sufficient noise to cause the worker to shout in order to be heard above ambient noise level.

☐ G. The worker is subject to vibration. Exposure to oscillating movements of the extremities or whole body.

☐ H. The worker is subject to hazards. Includes a variety of physical conditions, such as proximity to moving mechanical parts, moving vehicles, electrical current, working on scaffolding and high places, exposure to high heat or exposure to chemicals.

☐ I. The worker is subject to atmospheric conditions. One or more of the following conditions that affect the respiratory system of the skin: fumes, odors, dust, mists, gases, or poor ventilation.

___ J. The worker is frequently in close quarters, crawl spaces, shafts, man holes, small enclosed rooms, small sewage and line pipes, and other areas that could cause claustrophobia.

___ K. The worker is required to function in narrow aisles or passageways.

___ L. None. The worker is not substantially exposed to adverse environmental conditions (such as in typical office or administrative work.)

_____	_____
Employees' Signature	Date

_____	_____
General Manager's Signature	Date