

Position Title: Guest Services Employee – Temporary/Part-time

Position Location: Heath Building

Reports To: Guest Services Superintendent

Pay: \$7.50/hour

General Purpose:

Guest Services employees provide high-quality service to our guests. Ensure our patrons enjoy themselves and plan to come back.

Job Responsibilities:

Guest Services has a vast array of responsibilities during the fair. One is to provide general information to patrons, staff and the public about the 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, kiddie 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. Distribute pocket guide/maps.

Paging (Meet your Family at the Rocket -- 3 pages per payment) Using microphone, clearly and distinctly pronouncing name at least 3 times. Writing name and meeting location on Paging form at Guest Services Window. Collect money while making correct change from cash drawer. Exchanging cash for quarters at Treasurer's office. Ensure money is turned in nightly to 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 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 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, etc.) Try to locate 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 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 with lost children and parents of lost kids.) Guest Services employees often make complimentary pages of parent's name to come to the Heath Building. Just having someone not in a police uniform often helps calm and reassure both adults and children.

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

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

Review and follow printed safety materials and safety training. You are expected to immediately report to your supervisor any safety concerns.

Review your timecard regularly and report errors to your supervisor immediately.

Follow dress code (page 24 of the employee handbook), remembering that flip-flops or open toed shoes are not permitted on any staff member during the fair.

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.

Skills Needed:

Excellent communicator who can stay positive when facing difficult situations.

Reliable and customer oriented with a professional attitude.

Outgoing personality.

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).

Collect payment, make correct change and document transactions as required.

Answer a high volume of calls and document issues while obtaining correct customer information (Name, Telephone number, etc.).

Work 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.

Work in a variety of weather conditions including heat, cold, rain, windy, etc.

How many pounds must you be able to lift?

35 lbs.

How much time are you standing each day?

Typically, this position requires standing except when on a scheduled break.

Tentative Work Schedule/Dates:

Work schedules vary by position and day of the week. Please get an exact schedule from your supervisor or human resources.

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

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.