

Position Title: **Admissions Ticket Seller – Temporary/Part-Time**

Position Location: **North/South Gates**

Reports To: **Admissions Lead Ticket Seller**

Pay Rate: **\$9.00/hour**

General Purpose:

Efficiently sell admission tickets to fairgoers while providing excellent customer service and contributing to a smooth entry process. Assist patrons with kiosks.

Job Responsibilities:

- Sell admission tickets using Etix software, collect cash and credit/debit card payments from patrons, and maintain accuracy. Count change back to customer to prevent errors.
- Prepare money pickups and give to Admissions Lead Ticket Seller throughout day. Ensure name is written clearly on pickup bags and seal money in bag before turning it in.
- Provide excellent customer service with a welcoming and helpful attitude. Answer patrons' questions.
- Assist patrons who use kiosks and ensure kiosks are in working order. Ensure kiosks have sufficient paper for printing tickets/receipts.
- Direct patron complaints to Admissions Lead Ticket Seller or Guest Services if unable to resolve complaints.
- Keep workspace tidy and ensure needed supplies are available. Perform light janitorial duties as needed.
- Prepare money, credit card receipts, and change receipts for closeout. Place them in pickup bag, seal bag, and ensure name is written clearly on bag before giving it to Admissions Lead Ticket Seller.
- Adhere to all fair safety protocols and immediately report any safety concerns.
- Comply with the fair's dress code policy.
- Report to work on time and maintain regular attendance.
- Review timecard regularly and report errors to supervisor immediately.
- Demonstrate honesty, integrity, and accountability in all aspects of gate operations.

Skills Needed:

- Previous experience as a cashier or bank teller.
- Exceptional customer service and interpersonal skills.
- Perform work and job functions with precision and accuracy. Basic math skills (e.g., making change) are essential. Errors can significantly impact desired results and must be avoided.

- Ability to work well with different personalities in a fast-paced environment and maintain a professional attitude.
- Ability to follow detailed procedures and ensure accuracy in documentation and data.
- Ability to work all 12 days of the fair.
- Ability to work flexible hours, including a variety of daytime, evening, and weekend shifts.

Physical Requirements and Working Conditions:

- **Physical Activities:** The position involves reaching, standing, walking, pushing, pulling, lifting (up to 10 pounds), fingering, grasping, feeling, talking, hearing, and repetitive motion. Good balance and coordination are essential.
- **Physical Requirements:** Sedentary work is required, involving exertion of up to 10 pounds of force occasionally. The job involves sitting and standing.
- **Visual Acuity:** The worker needs to have close visual acuity to perform activities such as preparing and analyzing data, viewing a computer terminal, handling cash and credit card transactions, and monitoring the ticket booth area.
- **Working Conditions:** The worker is exposed to various weather conditions, including heat, cold, rain, and wind. The work environment is loud and may include crowds of people.

Tentative Work Schedule/Dates:

Work schedules vary by position and day of the week. Please get an exact schedule from your supervisor. Times are 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.

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