

**Position Title:** Admissions Lead Ticket Seller – Temporary/Part-Time  
**Position Location:** North/South Gates  
**Reports To:** Finance Director  
**Direct Reports:** Admissions Ticket Sellers  
**Pay Rate:** \$11.00/hour

**General Purpose:** To supervise ticket sellers at admission gates and ensure a smooth and efficient entry process for fairgoers. Responsible for supporting customer service, handling money distribution and pickups, managing kiosk and ticket booth operations, and resolving patron issues.

**Job Responsibilities:**

- Supervise ticket sellers and ensure they have necessary supplies (change, tickets, money markers, envelopes, etc.).
- Keep sellers informed of any updates or changes to daily procedures.
- Provide breaks to ticket sellers as needed.
- Distribute startup money and provide change as needed.
- Ensure all change receipts are completed accurately. The seller should always count the customer's money before distributing change.
- Secure change in the safe when not in use and return the change box to the Treasurer's Office at the end of the day.
- Request additional change throughout the day as needed.
- Receive money pickups from sellers throughout the day and ensure all bags are labeled clearly and sealed before sending them to the Treasurer's Office.
- Assist patrons at the Will Call window and with Lunch Bunch ticket returns.
- When needed, assist patrons with kiosks purchases. Ensure kiosks are in working order and have sufficient paper for printing tickets/receipts.
- Address and resolve patron complaints in a courteous and professional manner.
- Troubleshoot basic technical issues with credit card machines, computers, and printers; contact support if needed.
- Monitor ticket booths to ensure they remain clean, secure, and locked when not in use.
- Provide excellent customer service to both patrons and staff, answering questions as needed.
- Review and follow all printed safety materials and training, and understand all emergency procedures.
- Promptly report any safety concerns to your supervisor.
- Regularly review your timecard and report any errors immediately.
- Follow the fair's dress code (as outlined in the employee handbook); flip-flops or open-toed shoes are not permitted.
- Report to work on time, ready to begin your shift.
- Demonstrate honesty, integrity, and accountability in all aspects of gate operations.

**Skills Needed:**

- Previous experience as a cashier or bank teller
- Previous supervisory experience
- Exceptional customer service and interpersonal skills
- Ability to perform work with precision and accuracy; basic math skills required
- Ability to follow detailed procedures and maintain accurate records
- Ability to work well with a variety of personalities in a fast-paced environment
- Ability to work all 12 days of the fair
- Flexibility to work daytime, evening, and weekend shifts

**Physical Requirements and Working Conditions:**

- Physical Activities: Reaching, standing, walking, pushing, pulling, lifting (up to 30 pounds), fingering, grasping, feeling, talking, hearing, and repetitive motion.
- Physical Requirements: Sedentary work; may involve exerting up to 30 pounds of force occasionally. The job involves standing for most of the shift.
- Visual Acuity: Close visual acuity needed for handling cash, reviewing documents, and viewing computer terminals.
- Working Conditions: Exposure to various outdoor weather conditions (heat, cold, rain, wind). The work environment includes loud noise and large crowds.

**Tentative Work Schedule/Dates:** This position requires availability for all 12 days of the fair. Work schedules vary by position and day. Please confirm your schedule with your supervisor. Times are subject to change depending on weather, crowds, and operational needs.

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.

The South Carolina State Fair is an Equal Opportunity Employer. We do not discriminate on the basis of race, color, religion, sex, national origin, age, disability, veteran status, or any other characteristic protected by law.