

Position Title: Bilingual Guest Services Employee – Temporary/Part-time
Position Location: Heath Building
Reports To: Guest Services Superintendent
Rate of Pay: \$9.50/hour

General Purpose:

Be the friendly face of the fair! As a Bilingual Guest Services Ambassador, you'll create unforgettable experiences by providing exceptional customer service, answering questions, and assisting guests with their needs—in both Spanish and English. Your language skills, enthusiasm, and knowledge will enhance the overall enjoyment of the fair for all visitors.

Job Responsibilities:

- Provide accurate and timely information about fair attractions, events, locations, and amenities to guests in both English and Spanish. Address guest inquiries and concerns with a positive and helpful attitude.
- Assist with interpretation needs for First Aid, law enforcement, and other fair personnel to support effective communication with Spanish-speaking guests.
- Help manage the lost and found process, including collecting, storing, and returning lost items. Attempt to reunite lost items with their owners.
- Provide clear and concise information to guests. Occasionally, utilize the paging system as needed to locate guests or make general announcements in Spanish and English.
- Assist the Richland County Sheriff's Department with locating lost children and reuniting them with their parents. Provide comfort and reassurance to families during stressful situations.
- Handle guest complaints in person or over the telephone professionally and empathetically, seeking to resolve issues promptly and effectively, keeping accurate records.
- Assist in conducting regular inspections of restrooms and common areas to ensure cleanliness and functionality. Report any maintenance issues to the appropriate department.
- Assist with crowd control and emergency procedures. Report any safety hazards or suspicious activity to the appropriate personnel.
- Occasionally escort guests to various locations within the fairgrounds, ensuring guests can easily find their desired destinations.
- Complete required paperwork: such as paging forms, complaint reports, patron interaction records, and inspection reports.
- Pre-Fair support may be required assisting with employee ID creation and distribution.
- 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.

Skills Needed:

- Fluency in Spanish and English.
- Excellent communication and interpersonal skills.
- Strong problem-solving and decision-making abilities.
- Ability to multitask and prioritize tasks.
- Basic computer skills are a plus.
- Patience and empathy when dealing with guests.
- Enthusiasm and a positive attitude.
- Ability to quickly learn about fair attractions, events, and operational details to effectively assist guests.
- Proven ability to collaborate with colleagues to provide exceptional guest service.
- The ability to handle financial transactions, including cash and other forms of payment, is a plus.

Physical Requirements and Working Conditions:

- Physical Activities: The position involves standing, walking, talking, listening, and reaching. Requires good balance and coordination.
- Physical Requirements: Medium work is required, involving exertion of up to 20 pounds of force frequently. The job involves standing and walking for extended periods.
- Visual Acuity: The worker needs to have visual acuity to observe the fairgrounds and interact with guests.
- 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 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.

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.