



## Ohio State Fair - Special Events Department

**Title/Position:** Customer Service Representative

**Reports To:** Special Events Director

**Expectations:** This position will be from June 3 – August 8. Hours will vary, but the lobby must be staffed from 8 a.m. – 4 p.m. until the weekend before the Fair, then hours vary between 8 a.m. – 8 p.m. A specific schedule will be provided. You are required to work every day of the Ohio State Fair, typically 12 hours per day, July 24 - August 4, 2024.

**Summary** – The Customer Service Representative will work in the lobby of the Administration building and be responsible for all aspects of customer service, including interacting with fairgoers, exhibitors, vendors, and staff.

### **Specific responsibilities and job tasks include:**

- Answer main phone line
- Reply to emails from main inbox
- Reply to social media direct messages (DMs; if desired by Marketing & PR staff)
- Help other departments with projects, as time allows
- Other duties as assigned

### **Qualifications**

- *Exceptional organizational skills*
  - Detail oriented and strong problem-solving skills.
  - Computer skills with knowledge of the Microsoft Office Suite.
- *Management and collaboration skills*
  - Excellent interpersonal skills.
  - Ability to work well with groups and other staff.
  - Previous customer service-related experience.
- *Self-motivated*
  - Must be able to follow up and meet deadlines.

**Compensation:** \$15.50/hour

**Link to Apply:** <https://forms.gle/SrTFLPG6H98w9X1A6>

**Deadline to Apply:** May 1, 2024