



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 15, 2024