|  |  |
| --- | --- |
| Job Title: **Guest Services Representative** | Last Date Modified: June 2020 |
| Exempt/Non-exempt: **Non-Exempt** | Full Time / Part Time / Seasonal:  **Seasonal** |
| Schedule: **Weekdays, Weekends, Holidays** | Minimum Hours: **16 hrs, $13 per hr.** |
| Organization: **Guest Services Department** | Supervisor Title: **Guest Services Manager** |

This seasonal minimum wage position is responsible for conducting birthday parties and providing customer service at the Box Office. Duties may include but are not limited to:

**Job Duties:**

* Conduct and lead birthday parties.
* Perform storytelling and provide face painting.
* Dress up and perform for birthday parties.
* Instruct children in various activities including arts and crafts, games, dramatics, music, animal and gardening presentations.
* Assist with weekend and evening large-scale events.
* Assist with crowd control and attend off-site promotional events.
* Clean and maintain grounds.
* Cash handling and sell retail merchandise at the retail cart.
* Establish and maintain effective relationships with other employees and managers.
* Interact with the public.

**Job Skill Requirements:**

* Minimum of 1 year work experience involving customer services and public services with children.
* Strong initiative to lead and have an outgoing personality.
* Ability to perform in front of a large crowd and handle customer service issues.
* Work with a minimum of supervision in a fast pace environment.
* Understand and follow written and oral instructions and communicate clearly verbally and in writing.
* Previous cash register and cash handling experience.

**Job Skills Desired:**

* Theater, parks and recreation or child development background preferred.

**Education / Certifications:**

* High School graduation or GED preferred.

**Job Abilities:**

* Must be able to lift 25lbs and to sit or stand for several hours at a time.
* Must be at least 18 years old at *time of hire*.
* Must be able to work weekends, holidays and occasional night events.
* Able to work around and in close contact with animals daily.

Please send cover letter and resume to Guest Service Manager, Zang Her zher@fairytaletown.org

No phone calls please.