



POSITION OPENING

Guest Relations Phone Room Assistant

POSITION DESCRIPTION

The Wisconsin State Fair Park (WSFP) is seeking friendly, customer service-oriented candidates to fill multiple Guest Relations Phone Room Assistant positions for the annual Wisconsin State Fair event. The position's core duties include providing excellent customer service to patrons who call or email the State Fair and ensure all patrons are adequately helped and provided answers to any questions.

EMPLOYMENT TYPE

This position is an unclassified Limited Term Employment (LTE) position within the State of Wisconsin employment system for the 11-day Fair event, working approximately 7-8 hours per day for every day of the Wisconsin State Fair, August 3 – 13, 2017.

COMPENSATION

Pay is \$8.00 per hour.

WHO CAN APPLY

This recruitment is open to qualified Wisconsin residents who meet the outlined criteria.

ESSENTIAL FUNCTIONS

- Answer Fairgoers questions, giving directions and assisting whenever possible
- Utilize the information tools provided to accurately assist Fairgoers
- Keep accurate record of the type of each phone call received
- Assist the Guest Relations or Marketing Departments with various projects

QUALIFICATIONS

- Excellent customer service skills
- Outgoing personality with a sense of humor is a must
- Personal Fair knowledge and love of the Fair itself is a plus
- Effective oral and written communication skills and ability to communicate effectively with guests and staff
- Ability to respond to patron emails

SPECIAL NOTES

Candidate must be able to work all 11 days of the annual Wisconsin State Fair; for 2017 these dates are August 3 – 13, 2017. Prior to appointment to this position, the candidate will be subject to a comprehensive criminal background check.

TO APPLY

Applicants should submit their resume and cover letter to: Guest Relations Department, Wisconsin State Fair Park, 640 S. 84th St, West Allis, WI 53214 or via email to marketing@wistatefair.com with the subject line "Guest Relations – Phone Room". Applications will be reviewed on a first come, first served basis and the most qualified applicants will be invited to interview until positions are filled. Please direct any questions to marketing@wistatefair.com.

COMPANY DESCRIPTION

Wisconsin State Fair Park is a year-round entertainment venue hosting activities, events, meetings and more throughout the four seasons. Home to the Exposition Center, Tommy G. Thompson Youth Center, the Milwaukee Mile Speedway, Products Pavilion and many other facilities, hundreds of events are held at the Fair Park each year. Perhaps the most notable and certainly the signature event, the Wisconsin State Fair, welcomes more than one million Fairgoers over 11 summer days. Visit www.wistatefair.com for more information.

Wisconsin State Fair Park's central location within the largest metro area in Wisconsin makes it a desirable place to work, live and play. As a world-class city, Milwaukee and the Greater Milwaukee Area are full of opportunities galore for living, working and playing. Visit www.discovermilwaukee.com for more information.

Wisconsin State Fair Park is an equal opportunity employer seeking a diverse and talented workforce. While performing the duties of this specific job, the employee is regularly required to sit; stand; walk; climb; use ladders; reach with hands and arms; and talk or hear. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close, distance, color and peripheral vision, depth perception, and ability to adjust focus.

All Limited Term and Seasonal Employment Positions, including those for the annual Wisconsin State Fair, require Wisconsin Residency, as defined in § 6.10(1), at the time of application and throughout employment with Wisconsin State Fair Park.