

WISCONSIN STATE FAIR PARK

POSITION OPENING **Guest Services Fair Supervisor**

POSITION SUMMARY

The Wisconsin State Fair Park (WSFP) is seeking an engaging, customer service-oriented candidate to fill the Guest Services Fair Supervisor position. This position's core duties include providing excellent service to Wisconsin State Fair Park patrons across all aspects of their experience, including the Information Centers during the event, both email and telephone leading up to and during the event. They are responsible for ensuring all guests are adequately assisted and provided answers to any questions in a timely manner. This position will also help prepare fair-time materials and assist the Guest Services Specialist with miscellaneous projects.

EMPLOYMENT TYPE

This position is an unclassified, Limited Term Employment (LTE) position within the State of Wisconsin employment system, working an average of 20-30 hours per week starting in May and working up to 40 hours per week in August. This position has the opportunity to work INDYCAR weekend and Harvest Fair weekend. Annual hours worked in this position will not exceed 1039 hours.

COMPENSATION

The wage for this role will be up to \$18.00 per hour, based on experience

WHO CAN APPLY

This position is open to current WSFP staff who meet the outlined criteria.

ESSENTIAL FUNCTIONS

- Answer phone calls and emails in WSFP administration office, as needed
- Assist in the development of comprehensive Guest Services informational materials, containing all information needed to answer Fairgoers questions during the Fair
- Assist with organizing and distributing Guest Services employee materials including credentials, keys & uniforms
- Assist with the planning and implementation of the employee incentive program
- Assist with set-up & tear down of eight Information Centers before & after the fair
- Assist with daily distribution of collateral materials
- Assist in the organization of the sundries sales program for the Fair
- Work in various Information Centers during the Fair, as needed
- Work in phone room, answering Fairgoer calls and emails during 11 days of the annual Wisconsin State Fair
- Other administrative responsibilities as assigned

QUALIFICATIONS

- Must be knowledgeable and have passion for the Wisconsin State Fair
- Excellent oral and written communication skills and the ability to collaborate and communicate effectively with customers, managers, supervisors, and other staff members
- Demonstrate a positive attitude, professionalism and maintain composure when leading Guest Services team and responding to Fairgoers
- Exceptional problem solving and analytical skills with ability to effectively resolve complaints and handle grievances
- Cash handling skills, basic knowledge of mathematics as it applies to the sale of Bargain Books

- Ability to take direction well and follow WSFP protocols and procedures
- Ability to work independently and take initiative to complete assigned tasks as well as identify and complete unassigned tasks to improve the guest experience
- Proficiency in Microsoft Office Programs, especially Excel, Word and Outlook
- Ability to thrive within an ever-changing, fast-paced environment, remain calm under pressure and maintain a positive, can-do fun attitude
- Ability to work the Wisconsin State Fair daily schedule – either an AM shift (typically 7am-4pm) or a PM shift (typically 3:30pm-10pm)

SPECIAL NOTES

The candidate must be able to work all 11 days of the annual Wisconsin State Fair. Prior to appointment to this position, the candidate will be subject to a comprehensive criminal background check.

TO APPLY

Please submit your resume and cover letter by emailing shelly.walker@wistatefair.com. Application materials must be received by noon on **Friday, June 19, 2026**. The most qualified applicants will be invited to interview.

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, WI 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 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 discovermilwaukee.com for more information.

*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.*

Wisconsin State Fair Park is an Equal Opportunity Employer.