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| Job Title: <b>Guest Services Representative</b> | Last Date Modified: January 2021                  |
| Exempt/Non-exempt: <b>Non-Exempt</b>            | Full Time / Part Time / Seasonal: <b>Seasonal</b> |
| Schedule: <b>Weekdays, Weekends, Holidays</b>   | Minimum Hours: <b>16 hrs, \$15 per hr.</b>        |
| Organization: <b>Guest Services Department</b>  | Supervisor Title: <b>Guest Services Manager</b>   |

This seasonal minimum wage position is responsible for conducting birthday parties, sell retail merchandise at the retail cart and provide customer services 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. Clean and maintain grounds.
- Assist with crowd control and attend off-site promotional events.
- Provide cash handling at the Box Office.
- Sell retail merchandises at an outdoor retail cart.
- Establish and maintain effective relationships with other employees and managers.
- Interact with the public in a professional manner.

**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 Certificate. Some college experience is 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, weekdays, holidays and occasional night events.
- Able to work around and in close contact with animals daily.

**How to apply: Pick up an application at Fairytale Town's Box Office which is open 9am-3pm. Or apply on the pdf. application and email the application to Zang Her, Guest Service Manager at zher@fairytaletown.org. No phone calls, please.**