



Job Title: Guest Services Representative	Last Date Modified: January 2023
Exempt/Non-exempt: Non-Exempt	Full Time / Part Time / Seasonal: Seasonal
Schedule: Weekdays, Weekends, Holidays	Hours/Pay: 16+ hours per week / \$17 per hour
Organization: Guest Services Department	Supervisor Title: Guest Services Manager

The Guest Services Representative position is responsible for conducting birthday parties, selling retail merchandise at the retail cart and providing customer services at the Box Office.

Job Duties: *Duties may include but are not limited to:*

- 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-paced 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 25 pounds and to sit or stand for several hours at a time.
- Must be at least 16 years old at *time of hire*.
- Must be able to work weekends, weekdays, holidays and occasional evening events.
- Able to work in close proximity to animals.

How to apply: Application available online at www.fairytaletown.org or at Fairytale Town's Box Office: 3901 Land Park Drive, Sacramento, CA 95822. Box Office is open from 9am-4pm. No phone calls, please.