



| | |
|---|---|
| Job Title: Guest Services Representative | Last Date Modified: February 2025 |
| Exempt/Non-exempt: Non-Exempt | Full Time / Part Time / Seasonal: Seasonal |
| Schedule: Weekdays, Weekends, Holidays | Minimum Hours: Hours varies, \$18.50 per hr. |
| Organization: Guest Services Department | Supervisor Title: Guest Services Manager |

This seasonal minimum wage position is responsible for conducting birthday parties, selling retail merchandise at the retail cart/gift shop, and providing customer services at the Box Office. Duties may include but are not limited to:

Job Duties:

- Conduct and lead birthday parties for groups of 20 or more people (adults and children).
- Perform storytelling and provide occasional face painting at birthday parties.
- Dress in costumes and entertain birthday party guests.
- Instruct children in various activities including arts and crafts, games, music and gardening.
- Carry tables and chairs to and from birthday party areas.
- Assist with weekend and evening large-scale events.
- Provide cash handling and customer service interface at the Box Office.
- Sell retail merchandise at an outdoor retail cart and in the gift shop.
- 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.
- Must have the 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.
- Must have some cash register and cash handling experience.

Job Skills Desired:

- Theater, parks and recreation, retail or child development background encouraged.

Education / Certifications:

- High School graduation or GED Certificate. Some college experience is preferred.

Job Abilities:

- Must be able to lift at least 15lbs and to sit or stand for long periods 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.
- Must be able to work around and be in close contact with animals daily.

How to apply: Email the online application to mail@fairytaletown.org or pick up an application at Fairytale Town's Box Office, 3901 Land Park Drive, Sacto, CA 95822. Box Office is open from 9am-3pm. No phone calls, please.