



INDIANA STATE  
**FAIRGROUNDS**  
& EVENT CENTER

## Job Posting

### **Title: Guest Services Staff – Indiana Farmers Coliseum (part-time)**

\*For more information on this part-time position, please contact Human Resources at (317) 927-7508 or email [employment@indianastatefair.com](mailto:employment@indianastatefair.com). To apply for this position, please visit <http://www.indianastatefair.com/employment> and send the posted application and your resume to the email address above. Pay for these positions is \$9.00 per hour. Thank you for your interest.

### **Position Summary**

The purpose of this position is to provide excellent customer service to guests and coworkers with whom one comes into contact at events in the Indiana Farmers Coliseum and other venues at the Indiana State Fairgrounds & Event Center.

### **Essential Functions and Responsibilities**

1. Demonstrates an enthusiastic willingness to assist guests and exemplify the ISFC's customer service standards: Everyone. Every Day.
2. Ensures the venue and assigned sections are show-ready; notifies cleaning staff if section does not meet standards of cleanliness.
3. Walks assigned section(s) prior to events to check for safety hazards; reports conditions such as broken seats or spills to a supervisor.
4. Checks the validity of each ticket, verifying the event date and seat location; escorts or directs guests to their seat locations.
5. Is knowledgeable about all areas of the Coliseum; knows emergency evacuation plan and exit routes; remains calm and provides guidance in the event of an emergency.
6. Monitors assigned section(s) for signs of disturbance such as problems arising from alcohol, smoking, abusive language, arguments or objects being thrown.
7. Receives and acts on complaints from guests; does not avoid problems in assigned section.
8. Checks assigned section(s) if a hockey puck lands in or near it to see if anyone was injured.
9. Performs other duties as assigned.

### **Skill Requirements**

1. Strong customer focus: Able to demonstrate a high level of service delivery; does what is necessary to ensure customer satisfaction; deals with service failures and prioritizes customer needs.
2. Strong understanding of policies and procedures: Able to act in accordance with established guidelines; communicates and enforces organizational policies and procedures.
3. Good interpersonal skills: Able to relate effectively to a wide range of people, personalities and demographics; is able to connect with others in a variety of circumstances so that people are able to feel a level of comfort and ease around that person.

**Educational/Experience Requirements**

- High school diploma or GED equivalent preferred or commensurate experience.
- Knowledge of or ability to learn to use ticket scanning equipment.

**Job Complexity**

This position requires some judgment in applying well-established procedures and methods.

**Supervisory Responsibilities**

None

**Supervision Received**

This position will receive routine supervision from Guest Services Supervisors and the Coliseum Event Manager. Work is performed under general guidelines, procedures and rules.

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