Position Title: Guest Relations Intern (multiple positions)
Department: Public Safety & Security
Supervisor: Director of Public Safety & Security
Position Type: Casual – non-exempt

Timeframe: June 1 – October 1

Position Summary
Guest relations interns have the opportunity to understand the operation of a not-for-profit corporation that serves approximately 3 million customers annually from the perspective of safety and security. Guest relations interns will spend the summer getting know the 175 acre property, how the Eastern States Exposition works, and how ESE maintains a safe and secure facility. The summer months build to our largest fundraiser, the Big E fair from September 13-29, 2019, where Guest Relations Interns become some of the first faces guests meet on the grounds. The goal of this position is to ensure guests feel safe and can be directed to the necessary resources during the Big E.

Position Responsibilities
- Welcome guests in a friendly and professional way.
- Address guest complaints and refer to the appropriate resource for resolution.
- Assist in foot patrols of ESE property, buildings and parking lots.
- Provide safety escorts (walking) to guests and employees.
- Assist with security checks of buildings and other areas.
- Provide support at security calls and parking during events.
- General crime prevention.
- Provide information about facilities, programs and other services.

Requirements
- Excellent communicator.
- Reliable and customer-oriented.
- Ability to think critically and problem solve.
- Must be at least 18 years of age and have completed a minimum of two semesters of college course work (Criminal Justice majors preferred).
- Ability to stand for extended periods of time in varied weather conditions.
- Ability to lift or move objects weighing 25 lbs.
- Ability to work weekends and extended hours.

To Apply:
Please fill out our online application form - http://tinyurl.com/BigEemployment - and include your resume. Only completed applications that include a resume will be considered. Positions are open until filled; priority deadline March 19, 2019. Questions regarding the application process can be addressed to employment@TheBigE.com.

Eastern States Exposition (ESE) is a not-for-profit corporation committed to excellence in providing year-round opportunities for the development and promotion of agriculture, education, industry and family entertainment while preserving our New England heritage.

ESE is an Equal Employment Opportunity employer and does not discriminate on the basis of sex, race, creed, religion, color, national origin, ancestry, age, physical or mental disability or handicap, pregnancy or pregnancy-related condition, veterans or military status, sexual orientation, gender identity or expression, transgendered status, results of genetic testing, or any membership in any group protected by applicable laws.

Please note: during fair time operations, including pre- and post- fair operations certain positions may be exempt from overtime based on an overtime exemption through the Commonwealth of Massachusetts.

5 Fun Facts About the Big E

1. The Big E is the world's only multi-state fair, representing all six New England states. It hosts nearly 1.5 million guests for 17 days in September. It all began in 1916!

2. The buildings of Storrowton Village Museum date back to the 18th and 19th centuries and were brought here in pieces and then rebuilt. This was the first time in US history buildings were moved in this manner for the purpose of creating a museum.

3. The Coliseum made headlines in 1916 when it broke existing construction records with the completion of all ten great 200-foot steel arches in only ten days.

4. About 2400 chicks are born in Farm-A-Rama's special chick hatchery during the 17 days of the Fair. It is one of the most popular spots for visitors of all ages.

5. Blake Shelton, Diana Ross & The Supremes, Joan Jett, Johnny Cash, Reba McEntire, Willie Nelson and many more have performed at The Big E.