



## Temporary Customer Service Representative

To be considered for this position, candidates must submit a professional resume

### Position Summary

This position serves as a greeter, providing customer service and answering general travel inquiries from visitors to the Rhode Island Building on the grounds of the Eastern States Exposition throughout the 17-day fair.

### Responsibilities

*The essential functions and duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment to the position.*

1. Welcomes visitors to the Rhode Island building, assisting them with finding a particular vendor in the building, directing them to other locations on the fairgrounds and answering questions about things to do and see in Rhode Island.
2. Staffs the front welcome desk for duration of shift (not including a half hour for lunch and breaks as needed throughout the day) each day of the 17-day fair, from Friday, September 17 through Sunday, October 3, 2021.
3. Keep the front desk neat and clean and restocked with travel guides as needed.
4. Answers the building phone line, answering incoming calls and following up based on the request (lost and found, messages from other state buildings or security personnel at entrance gates, etc.).
5. When conflicts arise, proactively troubleshoot to find a resolution. This includes walking around the building to locate the cleaning team for a spill, directing a guest to first aid or calling for emergency personnel if a situation calls for it.
6. Provides support to building managers as needed and assisting with any requests they have.

## Key Competencies

- **Intelligence:** The ability to acquire understanding and absorb information rapidly. A quick study.
- **Resourcefulness:** Passionately finds ways over, around, or through barriers to success. Achieves results despite lack of resources. Goes beyond the call of duty. Shows bias for action. A results-oriented “doer.”
- **Written Communications:** Writes clear, precise, well-organized documents using appropriate vocabulary, grammar, and word usage.
- **Goal Setting:** Sets fair stretch goals for self and others. Encourages individual initiative.

## Qualifications

- Dependable
- Flexible
- Professional
- Familiarity with Rhode Island attractions and events

## Considerations

- Position is seated behind a counter which will have a plexiglass barrier. Staff are required to wear masks. Hand sanitizer and access to private restrooms and a break room are provided.
- Attire is business casual and tops should not have any graphics or wording on them.
- Two positions are available – a morning shift from 9:30 am – 3:00 pm and an evening shift from 3:00 pm - 9:00 pm.
- An admission and parking pass will be provided for all 17 days of the fair.

**To be considered, candidates must submit a professional resume via email to:**

**Rhode Island Commerce Corporation**  
**[job.opportunities@commerceri.com](mailto:job.opportunities@commerceri.com)**

*The Rhode Island Commerce Corporation (the ‘Corporation’) is an Equal Opportunity Employer. The Corporation does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by applicable law. All employment is decided on the basis of qualifications, merit, and business need. The Corporation will not tolerate discrimination or harassment based on any of these characteristics.*