



Customer Service Representative – Rhode Island Building at Eastern States Exposition

September 13-29, 2024

Statement of Duties

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, located at 1305 Memorial Avenue in West Springfield, MA, throughout the 17-day fair.

Position Functions

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.

Essential Functions

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 13 through Sunday, September 29, 2024.
3. Keep the visitor information booth neat and clean and restocked with travel guides as needed.
4. Oversee and maintain security of prize items that are given out to visitors as part of the promotional kiosk in the building. As guests win a particular prize, they may redeem it for a handful of prize items that are located and secured at the front desk. Locking the prizes up each night and enforcing rules around the promotional contest are necessary.
5. Supervises the promotions assistant to serve as a backup during lunch and restroom breaks; will cross-train for this position to ensure adequate understanding of how the kiosk itself works and the daily contesting opportunities. Step in to assist where necessary.
6. 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.).
7. 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. Assisting the promotions assistant if the line gets backed up or an issue arises will be part of the customer service role, as needed.
8. Provides support to building managers as needed and assisting with any requests they have.

Requirements

Dependable
Flexible
Professional
Familiarity with Rhode Island attractions and events

Additional Information

- Position is seated behind a counter. Access to a private break room/restroom is provided.
- Attire is business casual and tops should not have any graphics or writing.
- Two positions are available – a daytime shift from 9:30 am – 3:30 pm and an evening shift from 3:30 pm – 9:30 pm.
- An admission and parking pass will be provided for all 17 days of the fair.
- This is a temporary contract position.

Candidates must submit a cover letter along with a professional resume via email to:

Rhode Island Commerce Corporation
job.opportunities@commerceri.com

- Rhode Island Commerce Corporation is an at-will employer; no employment contracts exist.
- 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.