



Fair-Time Staff Requirements All Positions

In the majority of these positions we are the first representation of the County Fair experience, this is particularly so in parking and guest services. We are the first people that guests see so we want their first experience to be positive!

These positions are temporary and are considered 'at will'. At-will employment is a term used in U.S. labor law for contractual relationships in which an **employee** can be dismissed by an employer for any reason that is, without having to establish "just cause" for termination, and without warning.

All positions require you to be able to stand or walk for long periods of time, and work inside or outside in possibly inclement weather, apart from shuttle drivers. A criminal background check will be performed prior to hire. By completing and submitting your application you agree to this.

Maintenance/Facilities positions are managed by Eric Freiberg. Admissions and Guest Services are managed by Heather Watson. Parking positions are managed by Robert T. Your *direct supervisor* may be someone appointed by Eric, Robert, or Heather.

Maintenance/Facilities, Parking, Admissions & Guest Service managers, and Fair CEO Kathy Dunkak, are authorized to hire/terminate staff in temporary positions.

Dress Code requirements for each department listed below and are strictly enforced.

Parking Staff

- Always wear orange safety vests.
- No open toed shoes
- Shorts must not be shorter than 2 inches above knee
- No 'muscle' shirts, no crop tops, shirts must cover entire torso
- Shirts may not have offensive statements or graphics

Guest Services & Admissions

- 'Guest Services' t-shirt provided, must be worn during; must be returned at end of final shift
- Shorts must not be shorter than 2" above knee

Maintenance/Facilities

- No open toed shoes
- Long pants only
- No 'muscle' shirts, no crop tops, shirts must cover entire torso
- Shirts may not have offensive statements or graphics

Hats & wearing sunscreen are encouraged in all departments.



Job Title: Parking Attendant

Part-Time

Job Description:

We are seeking a reliable and customer-oriented Parking Attendant to join our team. As a Parking Attendant, you will be responsible for ensuring efficient traffic flow, providing exceptional customer service, and maintaining order within our parking facilities.

Responsibilities:

Directing Traffic: Guide vehicles to available parking spaces using hand signals, signage, or verbal instructions to ensure smooth traffic flow and prevent congestion.

Collecting Fees: A few positions will require attendant collect parking fees from customers, issue tickets, and provide accurate change when necessary.

Enforcing Regulations: Check parking passes and help guide those to the proper parking area. Monitor parking areas to ensure compliance with parking regulations and enforce policies regarding parking violations, such as unauthorized parking or overstaying.

Assisting Customers: Offer assistance to customers in finding parking spaces, provide directions, and address any inquiries or concerns they may have courteously and professionally.

Maintaining Cleanliness: Keep parking areas clean and orderly by removing debris and reporting any full trash receptacles, maintenance or safety issues to Parking Supervisor.

Radio use: Speak clearly and thoroughly read the Radio Etiquette guidelines. Remember all radio transmission should stop during a CODE ADAM.

Security Measures: Keep a vigilant eye on parked vehicles to deter theft, vandalism, or other security threats. Report any suspicious activities to Parking Supervisor, security or law enforcement.

Other Helpful Qualities:

Previous experience in a customer service role preferred.

Ability to remain calm and composed under pressure.

Basic math skills for handling cash transactions preferred.

Physical stamina to stand and walk for extended periods.

Willingness to work flexible hours.



Job Title: Guest Services

Seasonal: June 13-16, 2024

Job Description:

We are seeking friendly, proactive individuals to join our team as Guest Services Staff. In this role, you will play a crucial part in ensuring our guests (fair patrons/attendees) have an exceptional County Fair experience by providing outstanding customer service and assistance throughout their visit.

Responsibilities:

Greeting Guests: Warmly welcome guests upon arrival, provide them with a Fair Guide.

Addressing Guest Concerns: Act as the first point of contact for guest complaints or issues, listening attentively to their concerns and resolving them promptly, effectively and courteously to ensure guest satisfaction.

Ticketing and Admissions Assistance: Efficiently process ticket sales using E-Tix point of sale system. Assist with overall ticket sales experience (i.e.: scanning tickets, verifying credentials at entry points, flow of traffic at ticket sales booths.) Provide information on ticket options and special tickets required for Grandstand Events on Thursday (FMX MotoCross) or Friday (Truck and Tractor Pull).

Crowd Management: Monitor crowd flow at entrance gates, stages, and other key areas to ensure smooth traffic flow and prevent overcrowding. Direct attendees to designated areas and provide guidance on event schedules and locations.

Queue Management: Help manage queues at ticket booths, entry points, and popular attractions to minimize wait times and maintain order. Implement strategies to expedite entry during peak hours. Work with Carnival Ride Operators if needed for line management

Coordinating with Other Departments: Collaborate with others (department heads, volunteers, security, parking staff, facilities staff and fair office staff) to ensure appropriate guest requests are fulfilled and any maintenance issues are addressed promptly to ensure a cohesive and positive experience for all.

Radio use: Speak clearly and thoroughly read the Radio Etiquette guidelines. Remember all radio transmission should stop during a CODE ADAM.

Safety and Security: Maintain awareness of potential safety hazards or security threats within the County Fairgrounds. Report any incidents, disturbances, or medical emergencies to the appropriate authorities and assist with crowd control as needed. Implement CODE ADAM procedure when a child is lost.

Other Helpful Qualities:

Previous experience in customer service or event support.

Excellent communication and interpersonal skills, with a friendly and approachable demeanor.

Strong problem-solving abilities and the ability to remain calm under pressure.

Flexibility to work varied shifts, during the El Dorado County Fair.

Knowledge of ticketing systems and crowd management techniques is a plus.



Job Title: Admissions

Seasonal: June 13-16, 2024

Job Description:

We are seeking customer-oriented individuals to join our Admission team. In this role, you will be responsible for selling admission tickets to guests, providing exceptional customer service, and contributing to the overall success of the El Dorado County Fair.

Responsibilities:

Ticket Sales: Efficiently process ticket sales using E-Tix point of sale system ensuring accuracy in transactions and pricing policies. Assist with overall ticket sales experience (i.e.: scanning tickets, verifying credentials at entry points, flow of traffic at ticket sales booths.) Provide information on ticket options and special tickets required for Grandstand Events on Thursday & Friday.

Knowledge of Fair Schedule: Be informed about daily Fair events, attractions, information provided in the Fair Guide, to effectively communicate information to customers and answer their questions.

Customer Service: Provide friendly and efficient customer service to guests, answering inquiries, assisting with ticket purchases, and resolving any issues or concerns that may arise.

Processing Payments: Handle cash and credit card transactions accurately and securely.

Ticket Inventory Management: Monitor ticket inventory levels and restock printer as needed.

Queue Management: Manage guest queues during peak periods, ensuring a smooth and organized flow of customers while minimizing wait times.

Assist with Fair Operations: Collaborate with Guest Service staff to support event operations, such as directing guests to parking areas, distributing Fair Guide, and providing general event information.

Coordinating with Other Departments: Collaborate with others (department heads, volunteers, security, parking staff, facilities staff and fair office staff) to ensure appropriate guest requests are fulfilled and any maintenance issues are addressed promptly to ensure a cohesive and positive experience for all.

Radio use: Speak clearly and thoroughly read the *Radio Etiquette guidelines*. Remember all radio transmission should stop during a CODE ADAM.

Safety and Security: Maintain awareness of potential safety hazards or security threats within the County Fairgrounds. Report incidents, disturbances, or medical emergencies to the appropriate authorities and assist with crowd control. Implement CODE ADAM procedure when a child is lost.

Other Helpful Qualities:

Previous experience in customer service, retail sales, or ticketing preferred.

Ability to troubleshoot and be proficient in computer skills and familiarity with ticketing or point-of-sale systems.

Strong interpersonal and communication skills, with the ability to interact positively with customers of all ages and backgrounds.

Basic math skills for processing transactions and calculating change.



Radio Etiquette Guidelines

All Positions

Use Clear Communication: Speak clearly and concisely when transmitting over the radio to ensure your message is understood by others.

Identify Yourself: Begin each transmission with your identification, such as your name and who you are trying to communicate with.

Listen Before Transmitting: Before transmitting, listen to ensure the channel is clear and no one else is currently speaking.

Wait for Confirmation: After transmitting a message, wait for acknowledgment or confirmation from the recipient before proceeding.

Keep Messages Brief: Keep radio transmissions brief and to the point, conveying essential information while avoiding unnecessary chatter. Utilize procedural words and phrases, such as "Roger," "Copy that," or "Over," to indicate understanding and facilitate smooth communication and to indicate that you have finished speaking.

Speak Calmly and Professionally: Maintain a calm and professional tone when speaking over the radio, even in stressful or emergency situations.

Refrain from Interrupting: NEVER interrupt ongoing transmissions *unless* it's an emergency situation. Wait for a pause or use the appropriate procedural word to request permission to speak.

Adhering to these radio etiquette guidelines can help ensure effective and efficient communication while using two-way radios in various settings.