



Job applications for the 2024 Big E are now open and can be filled out [here](#)! Please find job descriptions for many of the available positions below. Please check back regularly as more position descriptions may be added as positions become available.

Questions about Big E jobs? E-mail employment@TheBigE.com or call 413.205.5050. You will receive a response during regular business hours.

Admissions - Giant Slide Attendants

Position Summary

Big Yellow slide attendants assist patrons with safely riding down the popular Big Yellow Slide attraction. Whether taking tickets or ensuring riders are properly seated, this is a position where quality customer service and attention to safety details is a must.

Position Responsibilities

- Collect valid admission tickets
- Hand out burlap riding sacks
- Ensure riders are properly seated for ride
- Collect burlap riding sack
- Inform patrons of ride safety
- Greet visitors with a positive, customer-centered attitude
- Answer general questions from the public

Requirements

- Excellent customer service ability
- Ability to sit and stand for extended periods of time
- Must be able to climb stairs regularly throughout shift
- Must be able to pass a CORI background check

Admissions - Ticket Sellers/ Takers

Position Summary: Ticket Sellers

Ticket Sellers are one of the first points of contact with the fairgoer. Ticket Sellers are stationed in temperature controlled booths and complete cash and credit card transactions for general admission ticket sales.

Position Responsibilities

- Selling gate admission tickets to the general public via ticket booths at the entrances
- Assist guests at the ticket booth windows and resolve issues/problems
- Familiarize self with all applicable discount admission days and times
- Answer basic questions regarding the fair
- Reconcile money received

Position Requirements

- Excellent customer service ability
- Ability to sit for extended periods of time
- Basic familiarity with electronic equipment (e.g. cash register, POS systems, touch screen electronic devices, etc.)
- Cash handling and mathematical skills

Position Summary: Ticket Takers

Ticket takers are one of the first points of contact with the fairgoer. Ticket takers are stationed at public gates and use electronic scanners to admit patrons.

Position Responsibilities

- Scan valid admission tickets or entry credentials
- Greet visitors with a positive, customer-centered attitude
- Answer general questions from the public
- Inform anyone leaving of re-entry policy
- Stamp hand of patron for re-entry if needed

Position Requirements

- Excellent customer service ability
- Ability to sit and stand for extended periods of time

Agriculture – Feed Store Crew

Position Summary

The ESE Feed Store is responsible for providing quality materials to the exhibitors showing during the fair and delivering it in a timely manner.

Position Responsibilities

- Stacking hay, straw and bags of grain
- Taking daily inventory of products
- Working independently to deliver materials as need
- Lifting, building and moving pens for livestock
- Pleasantly dealing with customers to ensure satisfaction
- Communicating with the supervisor regarding any customer concerns including but not limited to product questions, refunds, damaged merchandise, etc.
- Interacting with exhibitors when entering or leaving exhibitor areas

Position Requirements

- Must be at least 18 years of age with a valid driver's license
- Must successfully pass background check
- Ability to lift and move a minimum of 60 pounds
- Able to perform duties in a variety of weather conditions
- Must be comfortable working around animals and livestock
- Timely and reliable
- Be in and maintain good physical condition
- Ability to work with a team and also have strong independent skills
- Customer satisfaction oriented along with problem solving skills
- Flexible schedule with regular attendance

The Fund – ESE Mission Representatives

Position Summary

ESE Mission Representatives engage ESE Museum visitors in conversation during the Big E about the ESE mission and The ESE Fund. ESE Mission Representatives are able to discuss the educational not-for-profit mission of the Eastern States Exposition, its needs and the opportunities it provides to support the programs and services offered by ESE to enhance agriculture, education, and the community.

Position Responsibilities

- Greet visitors with a positive, customer-centered attitude.
- Engage in conversation with visitors regarding ESE mission, needs and opportunities.
- Process sales of Big E memorabilia.
- Maintain neat appearance of The Fund display.
- Assist ESE Museum Information staff with coverage when needed.
- Answer basic questions regarding the fair.

Position Requirements

- Excellent customer service ability, including the ability to effectively engage in conversation and appropriately answer questions.
- Previous experience interacting directly with the public.
- Basic familiarity with electronic equipment (e.g. cash register, POS systems, touch screen electronic devices, etc.)
- Cash handling and mathematical skills
- Ability to walk one mile in varied weather conditions.
- Ability to stand for extended periods of time.

Operations - Horse Show Safety Staff

Position Summary

Horse Show Safety Staff have a high level of awareness of their surroundings in order to keep the public informed of when it is safe to pass through horse crossing areas. The Horse Show Safety Staff's primary role is to open and close gates and keep the public informed of safety precautions. This is a position where quality customer service and attention to safety details is a must.

Position Responsibilities

- Open and close gates in the Coliseum to allow horse and pedestrian passing
- Inform patrons of safety precautions during horse shows
- Greet visitors with a positive, customer-centered attitude
- Answer general questions from the public

Requirements

- Must be at least 18 years old
- Excellent customer service ability
- Comfortable helping the public understand safety precautions
- Ability to sit and stand for extended periods of time
- Experience with horse or other large animal safety preferred

Operations - Maintenance/Custodial Staff

Position Summary

The Eastern States Exposition is looking to fill multiple casual positions in the Operations Department during The Big E for a variety of cleaning and maintenance positions.

Position Responsibilities

Custodial

- General cleaning throughout the facilities
- Sweeping, mopping, spill clean-up
- Other custodial duties as assigned

Bathroom Attendants

- Monitor the cleanliness and function of facilities
- Maintain a clean public bathroom facility
- Notify management of any maintenance needs and repairs
- Manage traffic flow in and out of the bathrooms
- Other bathroom maintenance duties as assigned

Trash Collectors

- Empty totter trash barrels at regular intervals
- Monitor trash for any overflow
- Other trash and recycling collection and disposal duties as assigned

Position Requirements

- Must be able to lift and move a minimum of 25lbs
- Able to perform duties in a variety of weather conditions
- Timely and reliable
- Customer satisfaction-oriented
- Sense of humor and ability to have fun while maintaining a professional atmosphere

Parking – Parking Attendants/Parkers

Position Summary

Parking Attendants play a critical role in the function of the Big E by ensuring that vehicles are moved in and out of parking areas as promptly and safely as possible.

Position Responsibilities

- Direct patrons, vendors, concessionaires, staff and volunteers to parking spots
- Direct vehicles to park in such a manner that takes advantage of all spaces
- Review hang tags in employee/vendor parking areas for display in windshields
- Use hand signals and lights to direct patrons into open spots
- Position or remove barricades to prevent parking in certain spots

Position Requirements

- Must be 18 years old by date of hire
- High school degree or GED
- Willingness to work outside in variable conditions
- Strong communication skills
- Customer satisfaction-oriented
- Sense of humor and ability to have fun while maintaining a professional atmosphere

Public Safety – Security Staff

Position Summary

Security Staff for the Big E are responsible for providing secure, safe and friendly environment for all fair patrons, vendors, and staff. Security Staff are the first line of interaction with our guests and initial communications are extremely important. Security Staff are also expected to provide directions, assistance, contact first aid, fire safety or law enforcement when needed. Security Staff safety is of the utmost importance as well. Each shift will have a Sergeant as the primary liaison for Security Staff, who will report to the Captains and the Director of Public Safety and Security. Security Staff will keep their direct supervisor apprised of all personnel and security matters during their shifts.

Position Responsibilities

- Provide security for the Big E including preparation and execution of a safe and secure environment for staff and visitors.
- Conduct wandering security checks.
- Interact with visitors from security booths located throughout the fair grounds.
- Work to identify areas of concern that require attention by the department, examples include but not limited to internal and external security, parking lots, proper lighting, customer service.
- Be available to vendors, be proactive and visible.
- Assure easy access to fairgrounds for all emergency personal responding to fairground needs.
- Relates effectively to others using tact, diplomacy and courtesy to both staff and visitors.
- Respond to any emergency situations in the area and maintain control until an area supervisor arrives.

Requirements

- Ability to be professional in duties and proper wear of uniform.
- Must be at least 18 years of age and possess a high school diploma or GED.
- Must be able to pass a criminal background check.
- Possess a valid driver's license.
- Organized and have the ability to multitask.
- Ability to assist local law enforcement and fire department personnel.
- Ability to lift or move objects weighing 25 lbs.
- Ability to walk, sit and stand for extended periods of time in varied weather conditions.

Retail – Cashiers, Shift Supervisors

Position Summary: Cashiers

Enthusiastic and energetic cashiers are needed at Storrowton Village Museum and The Farmers Market. Duties and responsibilities of cashiers will include greeting customers when entering or leaving our shops, maintaining a clean and tidy checkout area and restocking inventory.

Position Responsibilities

- Operating the cash register and handling cash transactions with customers.
- Operating the credit point of sale system, issuing receipts, and completing transactions accurately.
- Communicating with the supervisor regarding any customer concerns including but not limited to product questions, refunds, damaged merchandise, etc.
- Greeting customers when entering or leaving shops as well as having positive and polite interactions while they are shopping.
- Maintaining clean and tidy checkout areas.
- Bagging, boxing or wrapping packages.
- Restocking inventory as needed.
- Sharing the educational mission of the organization with customers.

Position Requirements

- Must be 18 years old by date of hire
- High school degree or GED
- Basic familiarity with electronic equipment (e.g. cash register, POS systems, etc.)
- Must be able to climb stairs multiple times throughout shifts
- Must be able to lift and move a minimum of 25lbs
- Strong communication and time management skills
- Customer satisfaction-oriented
- Attention to detail and mathematical skills

Position Summary: Retail Shift Supervisor

Shift Supervisors at the Eastern States Exposition assist the Retail Sales Manager with all functions of The Farmers Market and Storrowton Village Museum during the Big E, primarily focusing on the customer experience and merchandising. The person in this position thinks creatively, stays current with retail trends, and enjoys engaging with the team and customers as a leader for retail operations and agriculture at ESE.

Position Responsibilities

Customer Experience

- Delivers prompt, positive and friendly service to each customer.
- Shares feedback with leadership to improve the customer experience.
- Manages sales floor presentation changes discussed by Retail Sales Manager as a guide.

Operational Execution

- Present visually appealing, on-trend merchandising.
- Completes daily reports of all income and act as point person for financial deposits.
- Ensures the team completes assigned tasks to ensure the exhibit is fully stocked.
- Supervises and participates in the unload, stage, sort and stocking processes for all incoming freight.
- Actively manages and participates as needed, in the inventory management process.
- Verifies pricing and visible pricing to customer to ensure accuracy.
- Walks the exhibit daily to identify additional recovery, filling and cleanliness opportunities.

Leadership

- Set the example for Customer Service by living and leading the ESE values.
- Train, develop and supervise team to complete the essential duties of the job as needed.
- Participate in providing feedback and conducting recognition to the Farmer's Market Exhibit Team daily.
- Assist the Retail Sales Manager in scheduling staff and assigning duties.
- Participate in other departmental and company duties as needed.

Loss Prevention

- Prepare the exhibit and help execute the inventory process.
- Ensure a safe working environment.

Position Requirements

- Must be at least 18 years of age
- High school diploma or equivalent
- Must be able to lift 50lbs
- Must be able to climb stairs regularly throughout shift
- 2 – 4 years previous retail experience; retail management experience a plus
- Must possess a strong detail-orientation with the ability to plan and prioritize work
- Regular attendance is an essential part of the job
- Able to work 40+ hours per week including mornings, days, nights, and weekend shifts
- Excellent communication skills