

# Event Staff Job Description

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**Organization:** Red River Valley Fair Association

**Location:** West Fargo, ND

**Department:** Operations / Event Services

**Employment Type:** Event-Based / Seasonal

## **Job Summary:**

The Red River Valley Fair Association is seeking dependable, professional, and customer-focused Event Staff members to support the annual Fair and other events held throughout the year. Event Staff play a vital role in creating a safe, welcoming, and enjoyable environment for guests, vendors, performers, and staff by assisting with gate operations, guest services, crowd management, and event safety.

This position requires strong communication skills, situational awareness, and the ability to remain calm and professional in fast-paced environments.

## **Key Responsibilities:**

### **Guest Services & Crowd Management:**

- Welcome guests and provide excellent customer service
- Assist attendees with directions, questions, and event information
- Monitor crowd flow and help maintain orderly event operations
- Assist with seating areas, entry points, and restricted access areas
- Respond appropriately to guest concerns or emergencies and notify supervisors when needed

### **Gate Operations & ID Verification:**

- Check IDs and wristbands in accordance with event policies
- Verify tickets, credentials, and access permissions
- Monitor entrances and exits to help maintain event security
- Enforce Fair rules, policies, and safety procedures in a professional manner

### **Safety & Event Support:**

- Maintain awareness of surroundings and report suspicious activity or safety concerns

- Support emergency procedures and assist first responders if necessary
- Help maintain clean, safe, and organized event areas
- Assist event managers and supervisors with operational needs throughout events

**Operations & Professionalism:**

- Arrive on time and prepared for assigned shifts
- Work collaboratively with fellow staff, vendors, security personnel, and management
- Maintain a professional appearance and positive attitude at all times
- Follow all Fair policies, procedures, and safety protocols

**Qualifications:**

- Strong communication and customer service skills
- Ability to remain calm and professional under pressure
- Dependable with strong attendance and punctuality
- Ability to stand and walk for extended periods
- Willingness to work nights, weekends, holidays, and long shifts during events
- Ability to work effectively as part of a team

**Preferred Qualifications:**

- Previous event staff, customer service, security, or hospitality experience preferred
- Server or alcohol compliance training preferred
- Experience working large public events or festivals is a plus

**Work Environment:**

- Outdoor and indoor event settings
- Exposure to varying weather conditions
- Loud environments with large crowds
- Fast-paced, high-energy atmosphere

**Compensation:**

- Hourly wage (based on experience)

**Schedule:**

- Day shift
- Evening shift
- Holidays
- On-call
- Overtime as needed
- Weekends as needed