



Job applications for the 2022 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.

Last updated 7/18/2022

## 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

## Foundation Representative (ESE Museum)

**Position Summary**

Foundation Representatives engage ESE Museum visitors in conversation during the Big E. Foundation Representatives are able to discuss the ESE Foundation, its needs and the opportunities it provides to support the programs and services offered by ESE to support its mission.

**Position Responsibilities**

- Greet visitors with a positive, customer-centered attitude.
- Engage in conversation with visitors regarding Foundation needs and opportunities.
- Process sales of Big E memorabilia.
- Maintain neat appearance of Foundation display.
- Assist Museum staff with coverage when needed.
- Escort daily parades as 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.

## Giant Slide Attendant

### 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

## Horse Show Security

### Position Summary

Horse Show Security 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 Security 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

## Maintenance/Custodial

### 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

### 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

## **Retail Cashiers**

### **Position Summary**

The Eastern States Exposition is looking to fill multiple casual positions for our retail outlets located at Storrowton Village Museum and The Farmers Market. We are looking for accountable cashiers to process all cash transactions accurately and efficiently in accordance with established policies and procedures. 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
- 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
- Maintaining clean and tidy checkout areas
- Bagging, boxing or wrapping packages
- Restocking inventory as needed
- Pleasantly dealing with customers to ensure satisfaction
- 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

## Sales – BLC Office Assistant

### Position Summary

The Office Assistant for the Sales Department will take on a variety of office-related tasks to support exhibitor and concessionaire relations. This customer-oriented position is critical to the function of the day-to-day operation of the Big E (September 16 - October 2, 2022). Hours are anticipated to be as follows: 9/6 - 9/15 (Pre-fair) 1 - 5 pm; 9/16 – 10/2 (fair) Monday - Friday (12 - 10 pm).

### Position Responsibilities

- Handling incoming calls and other communications
- Recording information as needed.
- Greeting exhibitors, concessionaires, and visitors as needed.
- Entering information into databases.
- Handling cash/check transactions with exhibitors and concessionaires.
- Operating the credit point of sale system.
- Printing exhibitor tickets.

### Requirements

- Must be 18 years old by date of hire
- High school degree or GED
- Proven computer skills
- Basic familiarity with electronic equipment (e.g. computers, copier, etc.)
- Must be able to lift and move 25lbs
- Strong communication skills
- Customer satisfaction-oriented
- Attention to detail and mathematical skills
- Sense of humor and ability to have fun while maintaining a professional atmosphere

## Security

**Position Summary:** The Security Officer the Big E is responsible for providing security, focusing on providing a safe and friendly environment. The Security staff is the first line of interaction with our guests and initial communications are extremely important. Security Officers are also expected to provide directions, assistance, contact first aid, fire safety or law enforcement when needed. Security Officer 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 Captain and the Director of Public Safety and Security. Each Security Officer 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.
- 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 and professionalism of staff, to include uniforms and grooming.
- Be available to vendors, be proactive and visible.
- Assures easy access to fairgrounds by all emergency personal, examples, EMT, Ambulances, WSFD, WSPD.
- Relates effectively to others using tact, diplomacy and courtesy to both staff and visitors.
- Respond to any emergency situation in the area and maintain control until an area supervisor arrives.

### **Requirements:**

- 2 years Security experience or equivalent background.
- 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.
- Maintain professionalism, uniforms and grooming.
- 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.
- Ability to work hours outside the standard 9am-5pm work day, including nights and weekends as needed to maintain an efficient operation.

## **Shuttle Drivers**

### **Position Summary**

Shuttle Drivers are one of the first points of contact with patrons, including other employees. Shuttle Drivers transport patrons to and from parking locations in all weather conditions. Drivers must have a flexible schedule in order to work a variety of shifts - days, nights, and weekends available.

### **Position Responsibilities**

- Safely drive patrons from parking lots to various drop off location on the fair grounds
- Assist riders on and off the shuttle vehicles
- Must navigate numerous road hazards (patrons crossing road, police directing traffic,

- etc.) and varying levels of traffic
- Answer basic questions regarding the fair with a positive, customer-centered attitude

**Position Requirements**

- Excellent customer service ability
- Must be at least 25 years old
- Clean driving record
- Strong defensive driving skills
- Minimum five years as a licensed driver
- Ability to sit for extended periods of time