



JOB TITLE: Guest Services Assistant Manager
REPORTS TO: Guest Services/Operations Manager with dotted line reporting to Office Manager, Marketing/Ticketing Manager and Lead Event Planner

AVAILABILITY:

- Full-time hours with base schedule of Monday through Friday, 8:30am – 5:00pm
- Hours will vary with daytime, evening, nights and/or weekend hours and some overtime as needed and available

OVERVIEW:

This position is an amazing opportunity for those interested in gaining experiences that may lead to a Management Role in Event Planning, Operations or Guest Services within a fast-growing, dynamic, public non-profit national fairgrounds. Those with a positive disposition and desire to help support over 300 events each year including the Lancaster County Super Fair; while achieving our mission to further local engagement with agriculture and serve our youth, community and economy are encouraged to apply.

ESSENTIAL DUTIES & RESPONSIBILITIES:

Includes the following. Other duties may be assigned based on facility needs and/or your interests.

GUEST SERVICES LEAD

- Lead guest services in business office, general store and pop-up offices at various locations on site in coordination with Office Manager, Guest Services Manager, Camping Manager and Operations Managers.
- Assist in greeting guests, answering phones and providing information to guests at various office locations
- Organize LEC Fairgrounds' services to deliver a great experience for all LEC show organizers, visitors, team members, volunteers, vendors across our 160-acre grounds
- Create and maintain efficient processes to enable LEC to deliver seamless web, phone, in-person, software service delivery 7 days a week with help of entire LEC team.
- Lead setup of remote and pop-up offices as needed for large events e.g. Super Fair satellite office, NHSFR check-in offices

TICKETING BOX OFFICE MANAGER

- Lead Event Planner for Ticketed Events at the LEC Fairgrounds
- Oversee setup and services for ticket sales at various locations on grounds to provide efficient ticketing services
- Provide training for staff and manage staff schedules for ticket sales locations including business office, grandstand ticket booth and pop-up ticketing box offices at front of events

CAMPING & GUEST SERVICES ASSISTANT MANAGER

- Lead on show exhibitor services sales and camping reservations
 - sales location setup, team training and scheduling
- Ensure sales transactions by phone, computer or in-person for camping, guest services and merchandise are handled in a timely, friendly manner

EVENT PLANNER

- Create contracts and work orders for events as assigned e.g. wedding receptions, tradeshow, equine events
- Support Event Promoters as they plan for a wide variety of events to be held at the LEC Fairgrounds
- Lead on coordinating with Event Planners, Accounts Receivable, and Marketing Team to ensure accuracy of information in calendar software for internal uses and public information on website
 - Verifying use of calendar software and digital storage of documents
 - Create informational packets for event staff and LEC Fairgrounds staff use



- Participate in special projects to constantly improve our efficiency and internal/external customer experience e.g. digitizing records, suggesting process improvements etc.
- Provide support to Food and Beverage Team by coordinating decorations and overseeing front end operations for large banquets and organizing outdoor food truck services for a variety of events

DESIRED KNOWLEDGE, ABILITIES & SKILLS:

- Project management experience
- Trustworthy and reliable with a strong work ethic and attention to detail
- Self-motivated, organized and strives to go above and beyond
- Proficient in using Excel, Word, PowerPoint & willing to learn any software e.g. Shopkeep cash register, eTix ticketing, simple web editing software, LEC wireless internet system
- Knowledge of or ability to learn event calendar software used in event industry
- Ability to be flexible and move amongst several projects simultaneously while making deadlines
- Communicate effectively both verbally and written
- Willingness to learn LEC Fairgrounds policies and programs
- Ability to see a problem, research and come up with solution options
- Team player, positive, proactive, solutions-oriented, make it happen attitude
- Bring a fun, optimistic attitude to add to our great team!

TRAINING AND EXPERIENCE:

- 1-3 years related experience or equivalent combination of education and experience in office administration, customer service, and/or event/hospitality industry
- Recent college event/hospitality graduates with 1-3 years relevant work/volunteer/internship experience are encouraged to apply
- Individuals looking for a long-term career in the event business with customer service, client management, executive secretary, or office management experience are encouraged to apply

PAY:

- \$16/hour with full benefits per latest Team Member Manual
 - With 3, 6, and 12 month pay increases available based on performance and flexibility

BENEFITS:

The LEC Fairgrounds believes our hard-working, uniquely talented staff deserves the best benefits we can provide for our size of organization. Current benefits include:

- Medical, dental, vision insurance options with up to 80% LEC cost contribution
 - depends on wellness program choice
- Short-term & long-term disability
- Life Insurance for self, spouse, children
 - First \$10,000 paid 100% by LEC Fairgrounds on self
- Vacation starting at 2 weeks (negotiable to match your current earned vacation)
 - Vacation earned increases at 5 years
- Paid Sick Leave (7 days per year)
- Retirement savings Simple IRA plan administered by Blue Sky Wealth with available financial advising/seminars and full range of investing options
- 3% match on retirement savings
- Free uniforms
- Free fountain beverages and 1 meal per day when LEC Fairgrounds cafes open
- Free attendance at events when possible given show promoter agreements

TO APPLY:

Submit your resume to Stephanie Schrodt at SSchrodt@LancasterEventCenter.org

