

## **JOB DESCRIPTION: Customer Service Rep (CSR)**

**JOB SUMMARY:** The Customer Service Rep (CSR) is responsible for the day to day operations of the office and customer relations. This position will serve to provide the best possible service / experience to our customers.

Candidates must have excellent organizational, communication, teamwork and comprehensive skills.

**RELATIONSHIP:** Reports to the Office Administrator and Fairgrounds Manager of the Agricultural Society. The Van Wert County Agricultural Society Board of Directors will provide guidance and annually evaluate the performance of the CSR.

### **JOB RESPONSIBILITIES:**

1. Comply with bylaws/constitution of the VWCAS and Ohio Revised Code rules and regulations of the Ohio Department of Agriculture pertaining to Fairs (aka: Redbook)..
2. Complete ticket sales in the office.
3. Answer phone calls in the office.
4. General office duties.

### **JOB REQUIREMENTS:**

**Education:** Business background preferred.

**Experience:** Previous office or public relations experience preferred. Must be 18 years of age or older.

**Knowledge:** Knowledge of Fair operations is a plus; strong computer skills are necessary.

**Skills/Competencies:** Personable with strong verbal and written communication skills required. Outgoing personality with the ability to effectively establish strategic relationships to drive Fair business. Trustworthy and reliable, hard work ethic and comprehensive skills. Adheres to the mission and strategy of VWCAS.

**Values:** Regularly and consistently demonstrates the VWCAS values and guiding behaviors.

### **JOB CONDITIONS: TBD**

**Overtime Eligibility:** Not eligible (exempt).

**Working Conditions:** Indoor and outdoor environments. Extended and non-standard work hours based on event, project and/or customer service deliverables/demands.