



POSITION ANNOUNCEMENT

Vendor Relations Assistant - Office of Commercial Space Sales

DESCRIPTION:

Temporary, full-time position reporting directly to Senior Manager, Commercial Space Sales. Participate and assist in all aspects of the Oklahoma State Fair Commercial Space Sales efforts to include: coordinating the application and contract process for nearly 600 commercial exhibitors and food vendors; tracking service orders and payments; heavy customer service by phone and in person; and small projects management requiring the ability to juggle multiple tasks and exhibit strong self-initiative.

SPECIFIC RESPONSIBILITIES:

1. Face-to-face customer service responsibilities leading up to the Fair; during the event, act as key front-line dispatch to field all commercial exhibitor problems and issues, and direct to appropriate personnel.
2. Organize and manage paperwork/filing system; requires very strong organizational skills.
3. Field/screen incoming telephone calls (up to 50 per day at peak times); retrieve phone messages and return calls with appropriate answers; also includes communication via email.
4. Computer work to include logging space assignments, processing all service orders, generating reports through Access database, balancing payment reports, and entering sales data during the Fair.
5. Also responsible for generating and mailing all letters/correspondence prior to and during the Fair.
6. Assist in the preparation of exhibitor packets and actual move-in/registration process.

REQUIRED SKILLS:

1. Computer proficiency (moderate skill level) in all Microsoft programs – Word, Excel, Access.
2. Specific database (Access) skills can be learned while training, however, applicant must have enough experience with Word and Excel to manipulate spreadsheet reports from database utilities, generate simple letters of correspondence, create mail merges for letters, labels, signs, etc.
3. Attention to detail is mandatory. This includes excellent grammar, spelling and punctuation skills, accurate typing and proofreading abilities, and a desire to produce a quality product.
4. Once trained in specific duties/responsibilities, applicant is expected to have the ability to work with minimal direct supervision, use responsible time management skills, and anticipate problems/needs before they arise.
5. Excellent customer service attitude; should be pleasant but firm, taking initiative and showing an assertive personality; must have the ability to make decisions and problem-solve once armed with all the necessary information.

PAY SCALE & WORK SCHEDULE:

1. Minimum \$10 per hour, with opportunity for higher pay rate with exceptional performance.
Overtime hours are paid at straight time pay rate.
2. Start date – first part of April / End date - through the end of October
3. April through July: 35-40 hours per week, depending on work load (can be flexible around course work)
4. August: approximately 50+ hours per week; this will include some weekend work
5. September: varying longer hours, nontraditional schedule; hours during the Fair could be as long as 8:00 a.m. to 8:00 p.m. daily. Breaks and rest periods are expected and allowed, but **this is THE EVENT** and long hours are unavoidable during the Fair. **2010 Oklahoma State Fair, September 16-26**

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