



Evening Customer Service Position – Rhode Island Building at Eastern States Exposition September 12-28, 2025

Statement of Duties

This position serves as a greeter, providing customer service, crowd management encouraging participation in our “Swipe and Win” contest and assisting visitors with utilizing the contest kiosk to enter for their chance to win a prize. The prize kiosk is located inside the Rhode Island Building on the grounds of the Eastern States Exposition at 1305 Memorial Avenue in West Springfield, MA, throughout the 17-day fair.

Position Functions

The essential functions and duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment to the position.

Essential Functions

1. Welcomes visitors to the Rhode Island building and encourages them to enter for a chance to win a Rhode Island prize if they are interested, assist them with the process where needed and answer related questions about the contest and prize options. Working in tandem with the other promotions assistant position, one person will encourage visitors to line up and explain the contest while the other is positioned next to the kiosks to assist and troubleshoot as needed. This is especially important during busy times of day and weekends and the positions.
1. Staffs the promotions booth for duration of shift (not including a half hour for lunch) each day of the 17-day fair, from Friday, September 12 through Sunday, September 28, 2025.
2. Keep the contest area neat, clean, and organized. Distribute physical prizes as they are won and restock items as needed.
3. Maintain prize kiosks to ensure they are operating smoothly, replace paper roll as needed and periodically sanitize as needed. Keep the line organized and away from the flow of front door traffic.
4. Ensure the correct signage is posted to describe the prizes for that day, along with the related logos and video messages that will be displayed on the television screens behind the contest area, visible to those waiting in line for their chance to swipe and win.
5. Provides support to building manager or customer service representative as needed and assists with any requests they have.

Requirements

Dependable

Flexible

Professional

Familiar with Rhode Island attractions and events

Additional Information

- One position is available: an evening shift from 3:30 pm - 9:30 pm daily.
- Position is located inside the front entrance of the building and may be done standing or sitting. Interaction with the public is essential to this position as it assists visitors with playing the game.
- Access to private restroom and a break room is provided.
- Attire is business casual and tops should not have any graphics or wording on them.
- An admission and parking pass will be provided for all 17 days of the fair.
- This is a temporary contract position.

Candidates must submit a cover letter along with a professional resume via email to:

Rhode Island Commerce Corporation
job.opportunities@commerceri.com

- Rhode Island Commerce Corporation is an at-will employer; no employment contracts exist.
- The Rhode Island Commerce Corporation (the 'Corporation') is an Equal Opportunity Employer. The Corporation does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by applicable law. All employment is decided on the basis of qualifications, merit, and business need. The Corporation will not tolerate discrimination or harassment based on any of these characteristics.