



Title: Customer Service Representative (CSR)

Reports to: Site Manager (or Manager on Duty)

Organizational Overview:

Cincinnati Center City Development Corporation (3CDC) is a private nonprofit corporation created in 2003 to focus on developing Cincinnati's center city as a region of high-value employment and real estate sustained by a diverse mix of housing, culture and entertainment. This effort is supported by planning and producing events on Fountain Square and starting this summer, Washington Park. For more information, visit www.3cdc.org. During the spring, summer and fall, the organization operates a summer concert series that is open to the public. The summer concert series runs every day, from Sunday through Saturday, Memorial Day to Labor Day. During the winter, the organization operates an ice rink that is open to the public, programmed with family events, a broomball league and other activities. The rink is open from mid-November until late February.

Position Summary:

The CSR will aid other seasonal staff in providing guests of Fountain Square and Washington Park with an outstanding experience by facilitating beverage sales in accordance with policies and procedures. CSRs are integral to the organization's success at supplying a quality experience to each and every Fountain Square and Washington Park visitor. The CSR is also responsible for adhering to company policies to maximize sales and minimize error, therefore allowing the Square and/or Park to be profitable. Fountain Square is an outdoor public space located at Fifth and Vine streets in downtown Cincinnati. Washington Park is an outdoor public space located adjacent to Music Hall in the Over-the-Rhine neighborhood of Cincinnati.

Position Responsibilities:

The responsibilities for this position include, but are not necessarily limited to, the following:

- Daily operation of events, including but not limited to the: set up, sales and operations, close down.
- Open and close event area including supplies, product and equipment; Greet guests and provide consistent, quality customer service in a fast manner.
- Take orders for admissions, beverages and/or merchandise, enter them into a register and make change.
- Prepare and serve beverages (must be at least 21 years old to serve alcohol).
- Ensure event equipment is in good working order for every guest.
- Report all needs throughout the day to the Site Manager or Manager on Duty.

Position Qualifications:

- Customer service experience preferred; street teams and bartending a plus.
- Proven swift, courteous customer service.
- Ability to manage multiple sales at one time in a fast paced environment.
- Personable, positive, and enthusiastic attitude with capability to deal effectively with people (both internal and external).
- Written and verbal communication skills.
- Ability to mix and pour drinks in accordance with the law, and with our policies and procedures.
- Excellent organizational skills and work habits.
- Sense of initiative with desire to become truly involved in the business and the downtown community.
- Job requires lifting (e.g. beer cases, bags of ice, bags of salt and shoveling snow) and significant time on one's feet.
- Be able to work 4-20 hours per week, weekends and holidays.
- CSRs who will be serving alcohol will need to be at least 21 years old and complete TIPS training.

Compensation:

- Seasonal, part-time hourly position starts at \$10 per hour with paid parking during shift. Holiday Hours are required.

**Send resume to:
3CDC
ATTN: Human Resources
1410 Race Street
Cincinnati, OH 45202
or
humanresources@3cdc.org**

RESUMES WILL BE ACCEPTED UNTIL POSITIONS ARE FILLED

3CDC is an Equal Opportunity Employer.