

## **IOWA STATE FAIR AUTHORITY JOB DESCRIPTION**

**POSITION: DIRECTOR OF CONCESSIONS and MIDWAY OPERATIONS**

**TYPE OF POSITION: FULL-TIME**

**HOURS OF WORK: 8:00 A.M. TO 4:30 P.M. (EXTENDED HOURS DURING FAIR SEASON)**

**EFFECTIVE DATE:**

**NAME OF IMMEDIATE SUPERVISOR: Gary Slater**

**NAME OF EMPLOYEE:**

### **WORK DUTIES:**

#### **TIME % DUTIES**

Serves as the Director of Concessions and Midway Operations.  
Specific areas of responsibility include:

#### **THRILL PARKS:**

- Seek out and investigate potential ride and gaming opportunities. Decision making should include past record of performance and reliability, names and background of key personnel, safety record, financial history and site visits.
- Develop RFP's to identify potential candidates. Among other things, the RFP will also identify pricing, safety record, adequate insurance coverage, employee uniform and conduct policies, drug testing program, and staff background checks.
- Develop operator contracts including dates and operating hours, price schedules, set-up and tear-down arrangements and terms

that could require amendment all within operating budget. Contracts will also include revenues (as calculated using a financial formula) assigned to both parties and will address the expenses each will bear.

- Collaborate in the process of determining ride, game and related support equipment placement and positioning. Determinations should include overall space requirements, availability of electricity and water, food concessions, ticket booths, guest relations department and other variables.
- Coordinate teamwork on jobs requiring joint team cooperation and collaboration, i.e. General maintenance, electrical, custodial.
- Develop a crisis management plan for the care and safety of fair patrons and employees.
- In coordination with the Division of Labor, Amusement Ride Bureau defines a safety inspection program of activities to be performed before opening and on a daily basis including protocol for a potential accident.
- Work with Amusement Ride Bureau for ride, game inspections scope and code language.
- Oversee ride, gaming operations and activities and help address related issues with the operators.
- Plan and manage the placement and positioning of all midway operator living quarters and support equipment, including the parking of stock truck, empty trailers, etc.
- Issue licenses, insurance and contracts to operators.
- Supervise and train all midway staff that will be considered direct reports.
- Maintain database for the development of report generation for contract operators.
- Handle guest relations issues related to the midway.
- Assist Fair guests with special needs and challenges in an effort to provide them reasonable access and accommodation as it relates to ADA compliance and Iowa State Fair policy.
- Maintain, update and distribute information to staff regarding attractions.
- Assist Marketing with the production of printed material.
- Coordinate ride and game ticket and wristband sales with the Administration office for pre-fair, daily and post fair operations including auditing of sales.
- Monitor legal, legislative and liability issues that may impact midway operations.

**CONCESSIONS, MERCHANDISE, ATTRACTIONS and EXHIBITS OVERSIGHT:**

- Supervises the Concessions, Merchandise, Attractions and Exhibits Coordinators in the day to day operations of concession, merchandise, attractions and exhibit, procurement and overall operations.

**ESSENTIAL QUALIFICATIONS:**

Prior related experience/knowledge of midway operations including gaming and equipment.

Knowledge of fairgrounds and vendor relations.

Excellent customer service skills and communication skills to interact with staff, vendors and patrons in a positive and courteous manner.

Strong attention to detail and accuracy as it pertains to operations and documents.

Ability to make decisions in stressful situations regarding vendor relations.

Proficient in Microsoft Access, Word, Power Point, and Excel programs.

Proficient mathematical skills. Ability to accurately account for all exchanged currencies or credentials for balanced accounts.

Physical activity and heavy lifting may be required (up to 50 pounds).

Work environment may include working with hazardous substance, heat/cold, noise and mechanical hazards.