



GRAND RAPIDS DOWNTOWN MARKET JOB DESCRIPTION

JOB TITLE: Christkindl Markt Event Staff Lead

DEPARTMENT: Christmas Market

REPORTS TO: Christkindl Markt Coordinator

CLASSIFICATION: Non-Exempt

STATUS: Part-Time / Temporary Seasonal

PREPARED DATE: September, 2025

Christkindl Markt Event Staff Lead

The Downtown Market is seeking enthusiastic and professional Event Staff Lead to join our Christkindl Markt team! The Event Staff Lead balances guest needs and satisfaction with event goals and expectations, vendor relations, and staff coordination, ensuring the Christkindl Markt runs safely and smoothly throughout the event. Acting as the on-site point of contact for staff and vendors, this role resolves issues quickly and effectively, and oversees frontline team members in delivering exceptional holiday hospitality. Please note this does not include Beverage/Bar Management.

At our Christkindl Markt, we value individuals who bring energy, teamwork, and a positive attitude. We aim to provide exceptional service while ensuring our guests feel welcomed and cared for.

We embrace a high-level, passionate, fun, and engaging set of service standards that encapsulates the magic of the holiday season!

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Supervise Christkindl Event Staff by providing guidance, support, and real-time direction throughout their shifts.
- Assign and communicate daily staff assignments to Event Staff by prioritizing area coverage and duties based on guest flow, operational needs, and event activities.
- Conduct regular walkthroughs to identify, prevent, and resolve operational issues.
- Work in conjunction with all Christkindl Markt team members to maintain a safe, clean, and organized environment.
- Manage all opening and closing procedures - including but not limited to - electronics management (storage, charging, and set-up), cleaning, info booth preparations, and staff assignments.



- Monitor vendor compliance with Rules and Regulations and safety guidelines, proactively identifying and reporting all violations on attendance, performance, etc. to the General Manager.
- Ensure Event Staff and vendors deliver a welcoming and helpful experience.
- Address guest concerns that cannot be handled by Event Staff and/or escalate to Management as needed.
- Ensure event vendor concerns, issues, and needs (power, waste removal, etc.) are addressed promptly, and/or escalated appropriately.
- Report Christkindl Markt employee issues and staffing concerns to Management.
- Other duties as assigned.

QUALIFICATIONS

- 18 years of age or older.
- High School graduate or equivalent required, college degree preferred.
- Minimum 2 years experience in customer service or related experience.
- Minimum 1 year of previous supervisory/leadership experience.
- Event experience preferred.

REQUIRED SKILLS AND ABILITIES

Mental Capacity (Skills & Experience)

- Represent the company's values and mission with professionalism and hospitality.
- Thrive in fast-paced, high-volume environments and enjoy working as part of a team.
- Work independently with minimal supervision.
- Exhibit situational awareness and remain calm and confident to ensure safety and guest satisfaction.
- Possess effective communication skills and a warm, approachable personality to clearly and professionally communicate with vendors, staff, and guests.
- Organized, attentive to detail, and able to multitask effectively.
- Proactive, adaptable, and able to anticipate guest needs.
- Follow instruction, learn and execute documented processes
- Promote positive, professional long-term relationships with guests, vendors, and teammates.

Emotional Capacity

- Demonstrate a passion for hospitality and creating exceptional guest experiences.
- Embody the holiday season and deliver passionate and high-level hospitality.



- Commitment to excellent customer-focused service with positivity and a solution-oriented mindset, that encapsulates the holiday spirit.
- Consistently interact with all guests, vendors, and staff in a friendly and professional manner, while maintaining discretion and projecting professionalism at all times.
- Guide, support, and coach Ambassadors (staff) to uphold customer service standards and adjust behaviors as needed to ensure excellent guest experiences.
- Approach every challenge and opportunity with genuine enthusiasm to consistently deliver memorable, experience-driven customer service.
- Ability to effectively collaborate with other event staff.

Physical Capacity

- Ability to walk and stand for long periods of time and use hands, and bend to precisely manipulate tools and equipment.
- Ability to shovel, salt, and clear walkways of snow when needed.
- Ability to regularly lift and/or move up to 30 pounds and occasionally lift and/or move up to 50 pounds with or without mechanical or other assistance.
- Able to work in various environments, including moving between varying outdoor winter weather conditions, cooler/storage areas, and occasionally indoor environments.
- Must have sufficient mobility to safely execute essential duties and responsibilities throughout all outdoor and indoor areas of the Christkindl Markt.

Time Capacity

- Must have open availability from 11/17 - 12/23 for set-up and execution of the Christkindl Markt.
- Capable of working required schedules that include evenings, weekends, and holidays.
- Must be available for mandatory orientation on either 11/5/25 or 11/10/25.
- Must be available for mandatory training on 11/6/25 or 11/11/25.

Work Environment:

- Team members will occasionally work inside areas of the market but mainly outside areas, both of which have noise levels and temperatures that will vary and may change drastically.
- Team members may be exposed to inclement outdoor weather and temperature variations, as well as pollen, mold, dust, dirt, grease, and other airborne contaminants.



- Team members may come in contact with commercial cleaning products.
- Must wear provided uniforms components (hat, coat, identification, etc.).

Core Values

All Downtown Market employees are expected to embody the following values:

- Integrity – Follow through on commitments and act ethically.
- Collaboration – Work well with others and build lasting relationships.
- Resourcefulness – Think creatively to solve challenges efficiently.
- Respect – Interact with others with fairness and professionalism.
- Proactivity – Anticipate needs and take thoughtful initiative.
- Fun – Approach work with positivity, energy, and purpose.

Join our team in spreading holiday cheer and making memorable holiday traditions!

This is a part time, seasonal, temporary position.