



GRAND RAPIDS DOWNTOWN MARKET JOB DESCRIPTION

JOB TITLE: Christkindl Markt Event Staff
DEPARTMENT: Christmas Market
REPORTS TO: Christkindl Markt Coordinator
CLASSIFICATION: Non-Exempt
STATUS: Part-Time / Temporary Seasonal
PREPARED DATE: September, 2025

Christkindl Markt Event Staff

The Downtown Market is seeking enthusiastic and professional Event Staff to join our Christkindl Markt team! As an Ambassador, you will play a vital role in creating memorable experiences for guests by providing information and directions, keeping the indoor and outdoor market areas clean and orderly, administering event amenities, greeting guests, addressing safety issues, and general event support to the team members of the Christkindl Markt.

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

- Ensure a safe environment by identifying and resolving potential safety concerns, including but not limited to trip hazards and walkway conditions.
- Perform daily opening and closing responsibilities to create and maintain a welcoming, guest-ready environment, including but not limited to preparing curling sheets, starting firepits, managing background music, and conducting vendor compliance checks.
- Oversee event grounds preparedness by confirming completion of snow removal and facility maintenance to foster an environment that is both safe and inviting.
- Monitor and maintain the cleanliness of the entire Christkindl Markt footprint - including Alpenglobes, Market Shed/Beverage Hall, curling sheets, seating areas, trash receptacles, and parking lot - by regularly bussing and sanitizing tables, sweeping debris, shoveling snow, monitoring and emptying trash cans, and properly disposing of recycling and waste to ensure a consistently clean and welcoming environment.



- Greet and welcome guests, provide directions, and answer questions.
- Administer amenities by checking in reservations, collecting signed waivers, and providing directions.
- Support all event teams as needed with cleaning, trash, recycling, and restocking supplies.
- Greet entertainers at the info booth and connect them with proper staff.
- Other duties as assigned.

QUALIFICATIONS

- Minimum one year experience in customer service or related experience.
- High School graduate or equivalent required.
- Event experience preferred.

REQUIRED KNOWLEDGE, 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.
- Possess effective communication skills and a warm, approachable personality.
- Maintain organization, attention to detail, and the ability to multitask effectively.
- Show proactivity, adaptability, and the ability to anticipate guest needs.
- Ability to multi-task and quickly prioritize needs and actions in a dynamic environment.
- Follow instructions, learn and execute documented processes.

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.
- Consistently interact with guests in a friendly, professional, and approachable manner, remaining calm and confident, while maintaining professionalism and discretion at all times.
- Approach every challenge and opportunity with genuine enthusiasm to consistently deliver memorable, experience-driven customer service.
- Work independently with minimal supervision.



- Demonstrate adaptability in a dynamic environment.
- Ability to effectively collaborate with other event staff.

Physical Capacity

- Team members are regularly required to walk and stand for long periods of time and use hands, and bend to precisely manipulate tools and equipment.
- 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.
- Ability to shovel, salt, and clear walkways of snow when needed.
- Able to work in a variety of environments, including moving between variable 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, and weekends.
- 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 will be exposed to inclement weather and temperature variations as well as pollen, mold, dust, dirt, grease, and other airborne contaminants.
- Team members will come in contact with commercial cleaning products.
- Must wear provided uniforms components (hat, 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.