



MUCKLESHOOT INDIAN BINGO

JOB POSTING



Muckleshoot Indian Bingo is an Equal Opportunity Employer but does practice Indian Preference hiring in accordance with Public Law 93-638, the Indian Self Determination and Education Act.

Per MIB Policies, employees must pass a pre-employment Alcohol and Drug test and be free of drugs and alcohol.

JOB TITLE: Live Bingo Clerk

HR UPDATE: 7/2021

GAMING LICENSE REQUIRED: Class IIA

GRADE: H05/\$14.88

STATUS: Hourly, Non-Exempt

SYSTEM TITLE: Live Bingo Clerk

POSITION REPORTS TO: Live Bingo Shift Manager

JOB SUMMARY: This position will rotate through three workstations: caller stand, floor, and admissions box office. The Bingo Clerk calls bingo games, verifies winners, and makes a variety of promotional and other types of announcements in a consistently clear, friendly voice. Sells bingo paper cards, bingo electronic devices (PHD or MaxPak), both at the register and on the floor. The Bingo Clerk provides appropriate, hospitable customer service. It is required that Bingo Clerks be comfortable on a stage and utilize a microphone in front of large crowds and have excellent cash handling experience. This job has no management authority.

EDUCATION, EXPERIENCE AND TRAINING FOR POSITION (required / preferred):

- High school diploma or GED equivalent required.
- Previous work experience as a cashier or other work involved with handling money required.
- Knowledge of bingo, desirable.

ON-SITE TEST REQUIRED: *All tests are distributed in person at the Human Resources' Office.*

- Must pass a math.
- Must pass caller voice test.

ESSENTIAL DUTIES AND RESPONSIBILITIES: The statements describe the general nature and level of work only. They are not an exhaustive list of all required responsibilities, duties, and skills. Other duties may be added, or this description may be amended, at any time.

1. Practices, supports and promotes the Mission and Values of Muckleshoot Bingo.
2. **Provides guest relations and retention** by greeting guests in a friendly and courteous manner, selling bingo paper cards or bingo electronic machines to guests according to session guidelines and pricing, verifying discount eligibility if applicable, providing guests with bingo game and events information, offering up to date information regarding Muckleshoot Bingo's location wide promotions and events, answering guest inquiries, playing bingo paper cards for guests, assisting guests as needed, and promptly notifying Manager of any guest complaints or disputes if unable to resolve the issue quickly.
3. **Maximizes sales of bingo games** by informing guests of bingo prices and special packages, walking through assigned section continuously (if assigned to the floor), selling paper and electronic and to up selling to guests, and maintaining accurate accounting of incoming and outgoing monies and bingo inventory.
4. **Maintains bingo game efficiency and integrity** by promptly responding to bingo winners and reading winning cards back to bingo callers as requested, verifying bingo buy-in and guest eligibility for game participation, maintaining up-to-date knowledge of game procedures and house rules, and informing players of rules as needed.
5. **Maintains the inventory and cash integrity of bingo** by verifying quantity, serial number, color, and series of paper issued by the Inventory Clerks, reconciling total issues and returns at the end of a bingo session, and accurately accounting for monies collected, credit card transactions and coupons/discounts redeemed.
6. **Prepares and maintains bingo area** for game play by setting up and cleaning bingo tables according to established procedure, and performing other duties as assigned.
7. **Ensures accurate inventory** of portable electronic devices (PhD) by placing them into storage racks, verifying end of shift counts, giving counts to management, and notifying management and vendor of broken, lost, or misplaced units.
8. **Calls the bingo game to ensure a smoothly run session.** Prepares callers stage for smooth running of the bingo session by setting up the bingo balls into the top of the machine and preparing all paperwork for easy access during session. Verifies that the monitors are on and working properly so the bingo balls are easily seen by the customers. Ensures all needed announcements are easily accessible and delivered for the smooth run of the session. Ensures appropriate maintenance of the bingo balls by changing sets after each day. Keeps the caller stand clean and tidy.
9. **Selling bingo games in the admissions box office.** Picks up, verifies, and signs for packs at inventory. Checks in with Cage Cashier to receive bank, verifies and signs out. Checks keys out of KMS, reports to admission box office location to secure bank and packs at workstation. Opens window and begins selling, receives cash or credit card from customer or tribal, coupons, etc. When sales are complete, closes and locks box office window. replenishes bank, verifies, and returns to Cage Cashier. Counts, verifies, and returns unsold packs to inventory, verifies and signs return receipt. Bigs up revenue, drops credit card slips with cage clerk. Informs Security of cash drop, escorts by Security to Soft Count. Returns keys to KMS.

SPECIFIC SKILLS/KNOWLEDGE/ABILITIES REQUIRED FOR POSITION:

- Demonstrate excellent guest service skills.
- Demonstrate ability to handle multiple tasks simultaneously with speed, efficiency, and attention to detail; greet visitors.
- Must have clear, precise, customer-oriented voice on the caller stand. Demonstrate ability to follow oral and written instructions.
- Demonstrate ability to communicate effectively both verbally and in writing.
- Exhibit basic arithmetic skills.
- Utilize portable radio or cell phone to stay in contact for the Department, as needed.
- Must be able to stand/walk for extended period of time, or throughout shift.

ADDITIONAL REQUIREMENTS:

- Ability to lift at least 25 lbs. Ability to maneuver in all areas of bingo, ascent/descent from stairs, frequent standing, walking, sitting, reaching, stooping, kneeling or crouching, and/or prolonged periods of time focusing on tasks. May regularly need to lift/move, push or pull up material or boxes necessary to the job functions, with or without assistance.
- Specific vision ability includes close vision, distance vision, color vision, peripheral vision, and depth perception. Visual acuity to discern and examine text, graphics, color and symmetry. Speech to communicate clearly, express ideas and convey information in an understandable manner. Ability to hear for listening comprehension and to understand ideas presented through spoken words and sentences. Manual dexterity to operate office or required equipment and examine or update documents, records, data, instructions, logs, and files.
- Exposure to second hand smoke, moderate to high noise level, bright lights, fluctuating temperatures or weather conditions.

***This Posting is not inclusive all expected qualifications and expectations of this position. The Job Description is available for your review in the Muckleshoot Bingo Human Resources office.**

OPENS: 9/2/2021

CLOSES: When filled