



YOUR HOME FOR MICROBINGO

JOB POSTING

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

JOB TITLE: Player's Club / Gift Shop Shift Manager

GAMING LICENSE REQUIRED: Class IIA

RANGE: \$23.20 / hr

STATUS: Hourly, Non-Exempt

POSITION REPORTS TO: Marketing Manager

JOB SUMMARY: Oversees the operation of the Gift Shop and Player's Club. Responsible for supervising, training, and scheduling cashiers, assists the Marketing department in implementing bingo promotions and representing the bingo in a professional manner, while providing excellent guest service.

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. Practice, support and promote the Mission, Vision and Values of Muckleshoot Bingo.
2. Greet visitors, staff, and the general public in person and/or via a multi-line phone system, promoting positive guest relations, answering questions, screening and responding to inquiries, and referring or directing them when necessary to the appropriate persons.
3. Maintain utmost confidentiality regarding all information, both written and verbal.
4. Comply with the standard operating procedures of the department.
5. Maintain an efficient and organized electronic and paper filing system.
6. Answers guest questions and resolves player tracking disputes.
7. Communicates to Cashiers the latest information regarding current and future promotions, entertainment, food and beverage specials and other bingo related news.
8. Keeps the PC Attendants current with all related Standard Operating Procedures (SOP's).
9. Controls and tracks inventory including club supplies and player gifts.
10. Oversees the handling, storage, and safekeeping of records, documents, and bingo assets.
11. Completes daily checklist of assigned responsibilities and other job-related duties assigned.
12. Performs the duties of the Cashiers when there is no PC / GS Cashier on duty or on break.
13. Assists other departments with player redemptions.
14. Monitors PC counters/ ticket tables to be clear and clean.
15. Completes assigned projects in a timely manner.
16. Assists the Marketing department by implementing both bingo and VGD promotions.
17. Assist with the hiring process as well as scheduling, management and discipline of employees following established Muckleshoot Bingo policies and procedures.
18. Assist with the ordering and stocking of gift shop items and supplies.
19. Assist with the daily and monthly sales summary reports and records, following established accounting procedures and practices.
20. Create, facilitate and maintain a positive work environment.
21. Smile and engage Guests and Employees with a positive professional demeanor.
22. Perform other duties as assigned.

EXTENT OF JOB AUTHORITY:

Number of Initial Direct Reports: 1

Number of Initial Indirect Reports: 8 (which may vary or change at any time)

Scope of Management Authority: Supervisor: Operates with supervisory review over others; does not have budget authority; reports to Manager level.

Hiring Decisions: Recommends

Disciplinary Actions: Yes

Termination Decisions: Recommends

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

- High school diploma or GED equivalent required.
- One (1) year supervisory experience required.
- One (1) year prior retail experience, including cash handling required.
- Previous accounting and ten-key experience preferred.
- Minimum five (5) years gaming experience with two years' in Player's Club.

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, answer a multi-line phone, and answer or refer incoming inquiries from guests or personnel.
- Exhibit ability to work independently and perform clerical assignments with occasional instruction or assistance.
- Exhibit working knowledge of computers and computer applications, including spreadsheets, databases, and word-processing.
- Exhibit knowledge of business practices, correspondence and typing formats, including correct English grammar, spelling, and punctuation.

OPENS: 6/7/19

CLOSES: 6/13/19 @ 5pm



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- Demonstrate ability to use office machines and equipment, including, but not limited to personal computers and software, copy machine, fax machine, binding machine, laminator, and calculator.
- Demonstrate ability to follow oral and written instructions.
- Demonstrate ability to file and maintain office records, both in electronic and paper form.
- Demonstrate ability to communicate effectively both verbally and in writing.
- Exhibit basic arithmetic skills.
- Demonstrate ability to work with confidential information and correspondence.
- Knowledge of player tracking system a plus. Must be able to work independently and make sound judgment decisions. Must have strong verbal and written communication skills. Excellent customer service and employee relations skills necessary. Needs to be computer literate. Must be available to work all shifts, including weekends and holidays. Previous experience in marketing for the hospitality, gaming or entertainment industry recommended.
- 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.
- Must pass a background check and drug test.

OPENS: 6/7/19

CLOSES: 6/13/19 @ 5pm