



# 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:** Player's Club / Gift Shop Lead

**HR UPDATE:** 3/2021

**GAMING LICENSE REQUIRED:** IIA

**GRADE:** H09/\$18.72

**STATUS:** Hourly, Non-Exempt

**SYSTEM TITLE:** Player's Club / Gift Shop Lead

**POSITION REPORTS TO:** Player's Club / Gift Shop Shift Manager

**JOB SUMMARY:** The Player's Club/Gift Shop Lead assists the Marketing Manager and Player's Club / Gift Shop Shift Manager in the operation and supervision of the Player's Club / Gift Shop and staff. This job has no management authority.

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

- High school diploma or GED equivalent required.
- Six (6) months prior retail experience, including cash handling experience required.
- Six (6) months previous lead/supervisory experience preferred.
- Must be computer literate with proficiency in MS Word and Outlook and player tracking system.
- Minimum of one (1) year Player's Club experience.

**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.
- 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.
- Ten-key experience preferred.
- Demonstrate ability to work with confidential information and correspondence.
- Assists in the supervision, training and development of staff, under the direction of the Player's Club / Gift Shop Shift Manager.
- Oversees, controls, and tracks new shipments of inventory, including club supplies and gift shop merchandise.
- Performs the duties of the Players Club/Gift Shop Cashiers when necessary.
- Maintains Player's Club accounts and performs data entry.
- Assists with the accurate record keeping of the stockroom and Gift Shop and maintains proper inventory and par levels.
- Provides excellent customer service to shoppers, bingo patrons, and employees.
- Receives payment by cash, credit cards, vouchers, automatic debits, or points
- Issues receipts, credits, exchanges, or change due to customers.
- Resolves customer complaints in a timely and professional manner.
- Operates cash register/point of sale system and completes a daily sales log.
- Maintains general files.
- Assists the Player's Club / Gift Shop Shift Manager with audits, inventory and various office duties.
- Researches issues, and when necessary adjust player's club points as necessary in player tracking systems.
- 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 40 lbs. May regularly need to lift/ move, push or pull up material or boxes necessary to the job functions, with or without assistance. 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.
- 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.**

**OPEN DATE:** 4/26/2021

**CLOSE DATE:** 4/30/2021 @4pm