



# **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 Supervisor

**HR UPDATE: 3/2021**

**GAMING LICENSE REQUIRED:** Class IIA

**GRADE:** H10/\$20.24

**STATUS:** Hourly, Non-Exempt

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

**POSITION REPORTS TO:** Bingo Marketing Manager

**JOB SUMMARY:** The Player's Club/Gift Shop Supervisor assists with 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 MIB in a professional manner, while providing excellent guest service.

**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 preferred.

**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.
- 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.

**EXTENT OF JOB AUTHORITY:**

Number of Initial Direct Reports: 4 (which may vary or change at any time)

Number of Initial Indirect Reports: 0

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, with Manager Approval

Termination Decisions: Recommends

**ADDITIONAL REQUIREMENTS:**

- Ability to lift at least 25 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: 4/22/2021**

**CLOSE DATE: When filled**