



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 Cashier

GAMING LICENSE REQUIRED: Class IIB

RANGE: \$14.33 / hr

STATUS: Hourly, Non-Exempt

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

JOB SUMMARY: Provides customer service to Bingo patrons and employees. Assists with maintaining proper levels of inventory in the Gift Shop. Completes registration for Players Club cards and provides guests with redemption rewards. This job has no management authority.

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. Provides a high level of guest service by greeting all guests individually and pleasantly with a positive, pleasant and cheerful demeanor.
6. Maintains clean and orderly checkout areas.
7. Operates cash register/point of sale system and completes a daily sales log.
8. Assists the manager with inventory, including stocking and counting.
9. Responsible for enrolling new guests in the Players Club.
10. Maintains guest information for both new and current Players Club members, performing data entry into the Players Club database.
11. Prints new and duplicate Players Club cards as requested.
12. Promotes the value and benefits of the Players Club card by providing information to guests regarding marketing programs, redemptions, as well as current and upcoming special events and/or promotions.
13. Stays informed of all Muckleshoot venues, including location, contact information, and promotions/special events.
14. Assists with bingo and VGD promotions and entertainment and assists with organizing and implementing special events, in conjunction with Marketing.
15. Create, facilitate and maintain a positive work environment.
16. Smile and engage Guests and Employees with a positive professional demeanor.
17. Perform other duties as assigned.

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

- High school diploma or GED equivalent required.
- Ten-key and computer experience preferred. Computer knowledge and previous experience working on a Point of Sale System preferred.

SPECIFIC SKILLS/KNOWLEDGE/ABILITIES REQUIRED FOR POSITION:

- 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 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: 6/6/19

CLOSES: 6/12/19 @ 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.
- Utilize portable radio or cell phone to stay in contact for the Department, as needed.
- Ability to add, subtract, multiply, or divide quickly and correctly
- Ability to work closely with others.
- Maintains a positive work attitude at all times and be a team player. Excellent customer relations' and organizational skills.
- Must be able to work all shifts including weekends and holidays
- Must be able to stand/walk for extended period of time, or throughout shift.
- Must pass a background check and drug test.

OPENS: 6/6/19
CLOSES: 6/12/19 @ 5pm