

Spotlight 29 Casino Job Description



Job Title: Retail Cashier
Department: Marketing
Reports To: Retail Manager
FLSA Status: Non-Exempt
Prepared By: Sharon Marshall
Prepared Date: February 12, 2010
Approved/HR: Theresa Mike
Approved/GM: Robert Paull
Approved Date:

SUMMARY:

Obtains or receives merchandise, totals bill, accepts payment, and makes change for customers in retail store and promotes sale of tickets for entertainment events by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide outstanding customer service to guests and all other employees by exceeding our mission statement to be the premier entertainment experience in the Coachella Valley.
- Knowledge of Spotlight 29 Casino policies and procedures for employees, safety, and internal controls.
- Computer experience and point of sale.
- Exchange points for merchandise based on company policy.
- Stocks shelves, counters, or tables with merchandise.
- Sets up advertising displays or arranges merchandise on counters or tables to promote sales.
- Stamps, marks, or tags price on merchandise.
- Obtains merchandise requested by customer or receives merchandise selected by customer.
- Answers customer's questions concerning location, price, and use of merchandise.
- Totals price on merchandise purchased by customer to determine bill.
- Accepts payment and makes change.
- Wraps or bags merchandise for customers.

- Cleans shelves, counters, or tables.
- Removes and records amount of cash in register at end of shift.
- Calculates sales discount to determine price.
- Keeps record of sales, prepares inventory of stock, and requisitions merchandise.
- Quotes ticket prices for the Spotlight Showroom.
- Arranges for sale of tickets and seating in the Spotlight Showroom on specific date(s).
- Obtains payment.
- Enters new customer data and other sales data for current customers into computer database.
- Develops and maintains relationships with customers.
- Investigates and resolves customer problems with deliveries.
- When requested, adds Free Play to customer account in accordance with the provisions of the Minimum Internal Controls (MICS) and the Tribal Internal Controls (TICS).
- Must be capable of presenting a positive image of the Casino to its guests and vendors and to assist them as required.
- Must follow all safety policies and procedures and attend all scheduled safety meetings and training as a condition of employment.
- Performs any other duties that may be assigned from time to time.

SUPERVISORY RESPONSIBILITIES:

This job requires no supervisory responsibilities.

EDUCATION AND EXPERIENCE (MUST BE DOCUMENTED):

- Must possess a high school diploma or equivalent.
- One to three months related experience and/or training.

CERTIFICATION, LICENSES, AND ANY ADDITIONAL REQUIREMENTS:

- Must pass pre-employment and periodic random drug screens
- Must be able to pass background suitability investigation
- Must obtain a Tribal Gaming License
- Must provide proof of eligibility to work in the United States within 72 hours of employment

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; use hands to finger, handle or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch or crawl. The employee must frequently lift and or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, and peripheral vision.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- The Casino is open 24 hours per day, seven (7) days per week; therefore, you must be flexible to work any and all shifts.
- The Casino is a gaming facility.
- The Casino is not a smoke-free environment.

INDIAN PREFERENCE ACT:

The Twenty Nine Palms Band of Mission Indians has a resolution on file with Human Resources to ensure that Indian Preference will be adhered to in the following order in accordance with IPA:

1. Tribal Members
2. Other Native Americans
3. All other ethnic groups

I have read and understand all of the elements of the above Retail Clerk Job Description.

Signature

Date