



TORTOISE ROCK
CASINO

Twenty-Nine Palms Enterprises Corporation Job Description



Job Title: Entertainment Administrative Assistant
Department: Marketing
Wage/Salary: DOE
Reports To: Marketing Director
FLSA Status: Non-exempt
Prepared By: Sharon Marshall
Prepared date: November 21, 2017
Approved/HR: Sharon Marshall
Approved GM: Tom Sedlock

SUMMARY:

Perform non-manual work in an office environment and coordinate administrative and business details 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 and the high desert.
- Responsible for setting up all shows with Star Tickets.
- Coordinate activities of ushers and box office staff.
- Establish, organize, update and maintain filing system and files correspondence and other records.
- Prepare an analysis of cost of shows and ticket sales.
- Gather and summarize data for briefs, reports, and correspondence from computerized tracking system and manual files in order to provide accurate information.
- Greet customers in person in order to provide assistance or refer to appropriate staff member.
- Order and maintain supplies (ticket and envelope stock).
- Assist with ensuring all internal casino check request, catering orders, work orders, etc. are submitted correctly and in a timely manner.
- Assist with implementing Artist touring travel logistics including assisting with booking all lodging and transportation needs according to artist contract specifications.
- Demonstrate ability to work directly with visiting artist in a professional manner to ensure all of their needs are met for success of their show.

- Assist with oversight of ushers, merchandise sellers, and box office staff in the performance of duties, both internal and external sources and ensure time sheets are submitted in a timely manner.
- Prepare outgoing mail and correspondence, including e-mail and faxes.
- Read and route incoming mail. Locate and attach appropriate file to correspondence to be answered by employer.
- Provide assistance with maintaining competitive analysis in the Entrainment field related to Casino artist bookings.
- Assist the Director of Marketing, Entertainment Production Coordinator, Entertainment Audio Technicians, and Stage Hands with assigned and other special projects as needed.
- Remain current on modern office and job-specific procedures through job-related training courses in order to apply appropriate methodologies.
- Review and proofread a variety of information to ensure accuracy of information, consistency with administrative policy, format, and working and grammatical correctness in English and Spanish.
- Assist with all data entry.
- Assist with proofreading.
- Ensure compliance with all Minimum Internal Control Standards (MICS) as well as all Tribal Internal Control Standards (TICS)
- Present 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.
- Perform any other duties that may be assigned from time to time.

SUPERVISORY RESPONSIBILITIES:

None

EDUCATION AND EXPERIENCE (MUST BE DOCUMENTED):

- Must possess a High School Diploma or GED.
- Must type a minimum of 50 net words per minute.
- Minimum 2 year experience in similar environment.

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 occasionally required to stand, walk, sit, and talk or hear; use hands to finger, handle or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 25 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.
- Be aware that surveillance cameras and audio equipment monitor the premises recording activity throughout the facility on a 24-hour, 7 – day per week basis

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 Entertainment Administrative Assistant Job Description.

Signature

Date