



TORTOISE ROCK
CASINO

Twenty-Nine Palms Enterprises Corporation
Job Description



Job Title: Verification Clerk
Department: Cash Cage
Reports To: Cash Cage Shift Supervisor
FLSA Status: Non-exempt
Prepared By: Sharon Marshall
Prepared Date: April 6, 2018
Approved/HR: Sharon Marshall
Approved/GM: Michael Frawley
Approved Date:

SUMMARY:

Maintain all Automated Ticket Redemption Machines and ATM machines. Clean, drop, fill, balance and minor repairs to keep machines running. Greet all guests and act as a Spotlight 29 Casino and Tortoise Rock Casino information center. Answering guest inquiries concerning casino promotions, live entertainment, and special events, and The 29 Palms Band of Mission Indians with the primary responsibility to enroll casino guests into Club 29. Assist in the distribution of prizes, awards, and promotional items to eligible guests and duties as they relate to the bus patrons.

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: We are here for the Guest. Period.
- Clean, drop, fill, balance and minor repairs to keep machines running.
- Maintain Marketing kiosks.
- Know the casino layout in order to assist customers in locating such services as restrooms, cash cage, table games areas, cafe, specific slot machines games, etc.
- Know the events occurring at the casino; including but not limited to, the featured bands in the lounge, table games events, slot events, etc., and advise Casino guests accordingly.
- Assist in the distribution of prizes, promotional items, and awards offered in the Casino's various promotions.
- Welcomes incoming passengers from buses upon arrival.
- Responsible for entering bus manifest into the system to ensure each passenger has been accounted for.
- Complies with Spotlight 29 Casino's and Tortoise Rock Casino's policies and applicable laws.

- 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:

This job requires no supervisory responsibilities.

EDUCATION AND EXPERIENCE (MUST BE DOCUMENTED):

- Must possess a High School diploma or GED.
- Computer literate
- Capable of typing 40 wpm

CERTIFICATION, LICENSES, AND ANY ADDITIONAL REQUIREMENTS:

- Must pass pre-employment and periodic random drug screens
- Must pass pre-employment physical
- 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; and stoop, kneel, crouch or crawl. The employee must occasionally lift and or move up to 25 pounds; and push up to 30 pounds on a cart. Seemingly they would be required to lift less pounds than they are required to push. 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 noise level in the work environment is usually loud.
- 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 Verification Clerk Job Description.

Signature

Date