



TORTOISE ROCK
CASINO

Spotlight 29 Casino Job Description



Job Title: Housekeeping Staff
Department: Facilities
Reports To: Housekeeping Supervisor
FLSA Status: Non-Exempt
Prepared By: Sharon Marshall
Prepared Date: April 28, 2011
Approved/HR: Sharon Marshall
Approved/GM: Tom Sedlock
Approved Date:

SUMMARY:

Maintain a clean and attractive appearance of the casino, offices and buildings, or other tribal owned or operated buildings in a clean, orderly, and safe manner by performing the following duties according to standard operating procedures and training standards:

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. Ability to think safety and work in a safe manner.

- 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.
- Clean rooms, hallways, lobbies, lounges, rest rooms, corridors, elevators, stairways, locker areas, employee break room (floors, walls, dust), and other assigned work areas.
- Sweep, scrub, and vacuum floors.
- Clean rugs, carpets, upholstered furniture, and draperies.
- Dust and polish metalwork, fixtures, furniture, and equipment on all surface areas. Slot machines and electric escalator.
- Empty wastebaskets and empty and clean ashtrays.
- Transport trash and waste to designated disposal area.
- Replenish restroom supplies according to anticipated need and/or schedules.
- Provide soap and paper towels to patrons during peak or busy times when necessary.
- Clean contaminated spills with appropriate cleaning materials and protective equipment.
- Disinfect lavatory, floors, and fixtures after each use.
- Transport small equipment or tools between departments as assigned by supervisor

- Caution management regarding complaints about misuse of property
- Communicate job issues appropriately and only based on facts
- Clean windows and doors.
- 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):

- High school diploma or equivalent preferred but not required.
- One to three months related experience and/or training; or equivalent combination of education and experience.

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 regularly required to stand; walk or sit; 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 regularly lift and/or move up to 20 pounds, and occasionally carry up to 50 pounds. Specific vision abilities required by this job include close vision and distance 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 as assigned through the schedule or by the supervisor.
- The Casino is a gaming facility.
- The Casino is not a smoke-free environment.
- While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts; high, precarious places; fumes or airborne particles; outside weather conditions; extreme cold, extreme heat; and risk of electrical shock. The noise level in the work environment is usually loud.
- 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 Housekeeping Staff Job Description.

Signature

Date