



**Twenty-Nine Palms Band of Mission Indians  
Job Description**

**APPROVED**  
03-26-19

GAMING COMMISSION

*Murillo*

**Job Title:** Sales Assistant  
**Department:** Tribal Product Sales  
**Wage/Salary:** DOE  
**Reports To:** Tribal Product Sales Manager  
**FLSA Status:** Non-Exempt  
**Prepared By:** Rudy Rodriguez  
**Prepared Date:** November 27, 2018  
**Approved/HR:** Rudy Rodriguez  
**Approved/Chairman:** Darrell Mike  
**Approved Date:**

*Darrell Mike*

**SUMMARY:**

Perform front desk operations and assist with inside sales activities 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: "We are here for the guest. Period."
- Greet visitors, provide assistance, and/or refers to appropriate staff member.
- Answer, screen, log, and/or direct all telephone calls to appropriate staff member.
- Assist in the wholesale and retail aspects of the Tribe's cigarette business.
- Provide administrative support.
- Prepare order worksheets.
- Assist in keeping customer files up to date.
- Facilitate communication between outside vendors and warehouse.
- Assist in inventory preparation.
- Compose and submit correspondence for approval.
- Keep front desk organized.

- Establish, update and maintain manual and computer filing systems (e.g., databases and spreadsheets) to track information.
- Manage department's mail including screening incoming correspondence in order to refer correspondence to appropriate staff member for response and preparing department's outgoing mail for pick-up.
- Keep bulletin boards organized and up to date.
- 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.

**EDUCATION AND EXPERIENCE (MUST BE DOCUMENTED):**

- G.E.D or High School Diploma required.
- One year certificate from college or technical school preferred.
- Three (3) to six (6) months related experience and/or training; or equivalent combination of education and experience.

**CERTIFICATION, LICENSES AND ANY ADDITIONAL REQUIREMENTS:**

- 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
- Able to uphold a high level of confidentiality
- Able to work overtime if required
- Able to handle multiple tasks
- Integrity and high work ethic required
- Able to work with little or no supervision
- Strong time management skills
- Ability to analyze issues objectively and effectively as they apply to policy, procedure and Federal or Tribal Laws.
- Strong verbal and written communication skills
- Knowledge of Word and Excel. PowerPoint a plus.
- Ability to work under pressure
- Has solid basic math skills
- Excellent telephone demeanor
- Knowledge of office equipment
- Computer literally
- Experience with filing and recording keeping procedures
- Type 40 WPM

**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 sit and talk or hear. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

**WORK ENVIRONMENT:**

- 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 Sales Assistant job description.**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**