

NISQUALLY RED WIND CASINO JOB DESCRIPTION

JOB TITLE: Gift Shop Apprentice
REPORTS TO: Beverage/Retail Manager
CASINO DEPARTMENT: Gift Shop

RANGE: H-2 to S-3
STATUS: Non-Exempt

POSITION OBJECTIVE: Provide career positions to Nisqually Tribal Members in support of the Nisqually Indian Tribe. Provide guidance, growth opportunities, and skills to enable the advancement of the Nisqually Tribal Members in developing careers and lifelong work skills.

Our Mission: To enhance continued economic viability and quality of life for the Nisqually Indian Tribe, our Team Members, and the neighboring communities.

Our Vision: Creating incredible experiences.

Our Core Values: Integrity, Communication, Accountability, Respect, Teamwork

JOB SUMMARY: This position provides an opportunity for Nisqually Tribal members to gain skills necessary for the position of Retail/Beverage Supervisor. Apprenticeship in the supervision of the Gift Shop Department. A hands-on learning experience for cash handling, guest service, ordering inventory, overseeing Gift Shop operations, guests, and team members on assigned shift.

QUALIFICATIONS:

Required Skills and knowledge:

- Nisqually Tribal Member.
- Willingness to study toward and earn GED or high school diploma.
- Ability to learn all aspects of the Gift Shop Department.
- Ability to follow detailed procedures, accept guidance, and correct actions.
- Ability to learn and use basic computer skills.
- Ability to work within time constraints and stay on task.
- Ability to learn communication skills, both verbal and written.
- Ability to work independently and use sound judgment.
- Positive guest service and teamwork skills.
- Ability to work all shifts including weekends and holidays.
- Ability to obtain a Class II Gaming License.

PHYSICAL REQUIREMENTS:

- Ability to bend, reach, push, pull, squat, and lift to 50 pounds.
- Ability to stand and/or move around continuously during the assigned shift.
- Ability to reach with arms and hands.

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- Ability to use a 4-foot step ladder.
- Ability to tolerate a noisy, smoke-filled environment.
- Manual and finger dexterity for the operation of a personal computer and routine paperwork.

ESSENTIAL FUNCTIONS OF THE JOB:

- Knowledge of departmental Guest Service Standards.
- Knowledge of casino promotions.
- Assist the Gift Shop Team Members by performing essential functions of the Gift Shop Clerk, Gift Shop Lead and Gift Shop Supervisor positions.
- Learn the operation of the Gift Shop including all computerized systems and forms.
- Must be able to understand and read all packing slips, invoices, and do purchase orders.
- Learn how to order merchandise, pricing of merchandise, rotating stock, special ordering.
- Monitor what is moving and assist with filing, and inventory control.
- Maintains custody of the Gift Shop inventory.
- Supervises Gift Shop Team Members.
- Gives superior guest service at all times.
- Performs other duties as assigned.

Approved by:

Date