

NISQUALLY RED WIND CASINO

JOB DESCRIPTION

JOB TITLE: Gift Shop Apprentice
REPORTS TO: Food Operations Manager
CASINO DEPARTMENT: Gift Shop

RANGE: H-3 to S-2
STATUS: Non-Exempt to 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 Retail/Beverage Supervisor position. Apprenticeship under 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 shifts.

QUALIFICATIONS

Required Skills and Knowledge:

- Nisqually Tribal Member.
- Willingness to study toward and earn a 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 up to 50 pounds.
- Ability to stand and/or move around continuously during the assigned shift.
- Ability to reach with arms and hands.
- Ability to use a 4-foot step ladder.
- Ability to tolerate a noisy, smoke-filled environment.

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- Manual and finger dexterity for operating a personal computer and routine paperwork.

ESSENTIAL FUNCTIONS OF THE JOB:

- Knowledge of departmental Service First 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, rotate stock, and 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.
- Always gives superior guest service.
- Perform other duties as assigned.

NATIVE AMERICAN HIRING PREFERENCE

Approved by

Date