

NISQUALLY RED WIND CASINO JOB DESCRIPTION

JOB TITLE: HR Apprentice
REPORTS TO: HR Manager/Service & Training Manager
CASINO DEPARTMENT: Human Resources

RANGE: H-5 to S-4
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 the skills necessary for the position of Employment Specialist and beyond. The HR Apprentice will have to receive further HR training in the positions of Trainer and HR Generalist if they meet the education requirements. Apprenticeship under the supervision of the HR Department consists of a hands-on learning experience as an Administrative Assistant, Service & Training Assistant, HR Coordinator, Service & Training Coordinator, Employment Specialist, Trainer, and HR Generalist.

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 HR Department.
- Ability to follow detailed procedures and accept guidance and corrective 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.
- Participate in NRWC pre-employment testing.
- Ability to work all shifts, including weekends and holidays.
- Ability to obtain a Class III Gaming License.

PHYSICAL REQUIREMENTS:

- Ability to bend, reach, push, pull, squat, and lift 50 pounds.
- Ability to sit/stand and/or move around continuously during the assigned shift for extended periods.

Revised 09/04/2023

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- Ability to reach with hands and arms.
- Manual and finger dexterity for operating the computer and routine paperwork.
- Ability to tolerate a noisy, smoke-filled environment.

ESSENTIAL FUNCTIONS OF THE JOB:

- Knowledge of department Guest Service Standards.
- Knowledge of casino promotions.
- Deliver superior internal and external guest service without exception.
- Assist Human Resources Team Members by performing the essential functions of the HR & Training Administrative Assistant, HR Coordinator, Service & Training Specialist, and Employment Specialist positions.
- Assist in accurately maintaining Team Member files, both digital and hard copy.
- Perform front desk functions, including multi-line telephones, receiving/distributing incoming mail, and guest service.
- Answer questions regarding Team Member Policy and Procedures.
- Participate in the interview process.
- Utilize the HRIS system and participate in the hiring process.
- Learn and have a workable knowledge of Federal, Tribal laws and regulations.
- Prepare reports in the HRIS systems using and creating Excel spreadsheets.
- Track new hires and terminations.
- Completes employment verifications for terminated and current Team Members.
- Assist in performing pre-employment, random, and post-accident UA's and breathalyzers.
- Assemble Team Member Policy and Procedure manuals.
- Assists with administering team member benefits programs such as retirement plans, medical plans, term life insurance plans, short-term disability programs, and accidental death policies.
- Assists with worker's compensation claim processing.
- Assists in processing benefit applications regarding new hires, changes, and transfers.
- Assists with annual benefits renewal and Open Enrollment process by collaborating with benefits broker and other HR/Finance team members.
- Maintain FMLA correspondence.
- Assist with identifying and responding to FMLA eligibility.
- Assist with the coordination of medical plan compliance.
- Reviews all guest comment cards, surveys, and communications and logs and tracks these communications following casino policies and procedures.
- Responds to guests via telephone, in person, email, or written communication to promptly address their concerns. Must be professional, courteous, and respectful at all times.
- Prepare reports and documentation to assist management in monitoring and tracking our progress on guest service initiatives.
- Assist with the processes associated with the delivery and reporting of training.
- Assist with the implementation of the casino team member recognition program.
- Assist in developing PowerPoint presentations and other documents and/or publications.

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- Assist in tracking, evaluating, and reporting data and indicators to demonstrate training effectiveness and make recommended updates as needed.
- Assists in conducting monthly BOH internal service surveys and reports on the results.
- Assists with Administering and conducting Team Member Raffles for various giveaways and prizes.
- Assists with developing and implementing the Service OJT Program for the casino workforce. Meets with team members and leadership to provide the best guest experience possible and trains the workforce on these duties.
- Assists with the administrative support of internal committees for team member engagement to enhance program participation in committee initiatives and encourage leadership support.
- Ability to always safeguard confidential information.
- Perform other duties as assigned.

Approved by:

Date