

NISQUALLY RED WIND CASINO JOB DESCRIPTION

JOB TITLE: Valet Apprentice
REPORTS TO: Marketing Director
CASINO DEPARTMENT: Marketing

RANGE: H-1 to H-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 Lead Valet Attendant. Apprenticeship in the supervision of the Marketing Department. Hands-on learning experience for the Casino Valet in the Marketing Department including Valet Attendant and Lead Valet Attendant.

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 Valet.
- Must have a valid Washington State Driver License and have a clean driving record.
 - No more than two (2) major moving violations for the past 2 years.
 - No Driving Under the Influence (DUI) in the past 5 years.
- Ability to provide a Driver Abstract.
- Ability to have a clear understanding of basic traffic and driver safety.
- Ability to adhere to the department's requirements pertaining to safe vehicle handling operations to avoid collision and guest vehicle damage.
- 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 drive standard and automatic vehicles.
- Ability to work all shifts including weekends and holidays.
- Ability to obtain a Class II Gaming License.

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PHYSICAL REQUIREMENTS:

- Ability to continuously stand and/or run for an 8-10 hour shift.
- Ability to work outside, exposed to the elements in a hot or cold environment, in temperatures in excess of 100 degrees or below 32 degrees.
- Ability to tolerate a noisy, smoke-filled environment.

ESSENTIAL FUNCTIONS OF THE JOB:

- Knowledge of departmental Guest Service Standards.
- Knowledge of casino promotions.
- Assist the Marketing staff in performing the essential functions of the Valet Attendant and Lead Valet Attendant positions.
- Maintain efficiency in parking guest vehicles in the designated valet lots, keeping valet lanes free of vehicles at all times.
- Ability to smoothly keep up with the flow of valet traffic, even during high volume times.
- Ability to provide the highest level of front-door guest service upon guest arrival (smile, open vehicle doors, introduction greetings).
- Ability to learn how to fully inspect vehicles upon arrival, notating the claim ticket with any present damage.
- Ensure safe vehicle handling operations in parking and retrieving guest vehicles.
- Ability to educate arriving guests of daily promotions and other casino happenings.
- Immediately report any vehicle damage to the Lead on duty.
- Ensure safe and proper handling of guest keys.
- Full adherence to the department's Tip/Toke handling and reporting policy.
- Learn to maintain neat and orderly fashion of managing keys, vehicles, and all end of shift documentation (vehicle claim tickets, etc.).
- Learn how to ensure neat and orderly fashion of all shift reporting documentation and completion of the daily end of shift paperwork.
- Ability to learn how to provide guidance and leadership (training, coaching, and evaluation) of all Valet Attendants.
- Learn to review and approve work schedules to ensure adequate coverage during hours of operation.
- Learn to maintain department logs and consistent communication with Department Manager and Risk & Compliance Manager.
- Ensure the department's use of the guest name.
- Performs other duties as assigned.

Approved by:

Date