



Ho-Chunk Nation

Job Description



TITLE: Bingo Floor Clerk		JOB CODE: BFCL
Business	EEO: 6	PAY GRADE: 5
Non-Exempt	Flex	FUNDING SOURCE: Gaming Revenue
HO-CHUNK PREFERENCE		

"All employees are subject to the Drug, Alcohol and Controlled Substance Policy."

All employees will be required to attend orientation or training to attain knowledge of the history, culture and traditions of the Ho-Chunk Nation – Resolution 08-20-13K

POSITION OVERVIEW

Responsible for the daily activities of selling inventory to patrons, including but limited to new and repeat sales and cash transactions, providing excellent customer service, proper documentation and following the appropriate procedures which ultimately enhances every interaction for our guests and employees; customer service is our top priority for both internal and external guests.

PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES

1. Report to work daily on time as scheduled with minimal occurrences.
2. Daily maintain the minimum average sales based on assigned position.
3. Daily perform transactions with minimal variances.
4. Daily provide professional customer service to all of our guests, both internal and external.
5. Daily adhere to all site-specific policies including Standard Operating Procedures, Class II Internal Control Manual, Employee Relations Act, as well as the Minimum Internal Control Standards.
6. Daily ensure information regarding upcoming promotions are made available to the public through announcements.
7. Daily receive and verify all items issued to you by Inventory.
8. Daily provide the sales of bingo packets, extra cards, pull tabs and specials to bingo patrons within established procedures to guests.
9. Daily verify and call back bingos to the caller.
10. Daily call numbers for bingo games and keep proper time between numbers.
11. Daily operate a Bingo Card Verifier accurately.
12. Daily make copies of all bingo-session-related literature for distribution to guests.
13. Daily clean assigned work area and do general clean-up during and at the conclusion of each session.
14. Perform other duties and responsibilities as assigned by supervisor.

JOB RESPONSIBILITY

Job Reports to	Supervisor – See Organizational Chart
Leadership Accountability	None
Supervisory Accountability	None
Organizational Accountability	None
Financial Accountability	None
Customer Accountability	Interfaces with outside customers. Interfaces with inside customers



Freedom to Act	Subject to general input from Supervisor. Subject to regular review by Supervisor.
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MINIMUM QUALIFICATIONS

EDUCATION:

1. Must have a high school diploma or GED.

ESSENTIAL:

1. All casino employees will be subject to the Criminal and Background restrictions of the Ho-Chunk Nation.
2. Must be bondable.
3. Must be free of money related convictions.

EXPERIENCE:

1. Steady and dependable work record with a minimum of one (1) year prior work experience with cash registers.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Must have reliable transportation.
2. Must be neat in appearance.
3. Must possess the ability to add, subtract, multiply and divide with the use of a calculator.
4. Must possess the ability to count and make change, rapidly and accurately.
5. Must be able to work without being involved in interpersonal conflicts.
6. Must be able to speak clearly and concisely in front of large audiences.

WORK PLACE RESPONSIBILITY

1. Practice safety measures at all times to ensure a clean and safe work environment.
2. Comply with all rules and regulations.
3. Must be able to accept and carry out suggestions given by Supervisors.

WORKING CONDITIONS

1. Must be able to stand and walk for long periods of time.
2. Must be able to lift and carry up to 35lbs. (See Physical Demands Worksheet)
3. Must be able to work in a smoking environment.

KEY POSITION