



Tolowa Dee-ni' Nation/Lucky 7 Casino



Position Description

Title: Customer Service Representative
Class: Skilled
Status: Full Time/Part Time
Supervisor: C.S.R. Supervisor
Effective Date: Revised July 2014

Department: (27) Customer Service
FLSA: Non-Exempt
Pay Grade: II
Subordinates: None

Position Summary:

Provide customer service on the gaming floor.

Essential Duties and Responsibilities:

- Safeguards bankroll and maintains 100% accuracy.
- Makes change for customers.
- Cash machine payout tickets for customers under \$1000.00 dollars.
- Adhere to regulations for Title 31, Internal Controls, Policies and Procedures for the Customer Service Department.
- Ensure Customer Service area is stocked with needed condiments.
- Practice excellent customer relations.
- Temporary or permanent duties and responsibilities may be added to, or modified as deemed necessary.

Minimum Qualifications:

- High school diploma and/or a general education degree (GED).
- One to three months related experience and/or training; or equivalent combination of education and experience.
- Qualified Indian Preference applies.

Language Skills:

Must have the ability to read and comprehend simple instructions, short correspondence, and memos also to write simple correspondence. With ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills:

Ability to add, subtracts, multiply, and divides in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs

Reasoning Ability:

Apply common sense understanding to carry out instructions furnished in written, oral and/or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Certificates, Licenses, Registrations:

Must be able to pass extensive background investigation for the issuance, and retention, of gaming license.

Physical Demands:

While performing the duties of this job, the employee is frequently required to walk, stand and use hands to finger, handle, or feel. The employee is occasionally required to sit, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk and hear. The employee must occasionally lift and/or move up to 40 pounds.

Vision Requirements:

- Close vision (clear vision at 20 inches or less).
- Color vision (ability to identify and distinguish colors).
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships).
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

Work Environment:

While performing the duties of this job, the employee is regularly exposed to cigarette smoke. Moderate noise (examples: business office with computers and printer, light traffic).

Employee's Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____