



JOB DESCRIPTION
JOB TITLE: Concession Attendant

DEPARTMENT: Casino Operations
REPORTS TO: Casino Site/Floor Manager
FLSA DESIGNATION: Non Exempt
Location: Sugar Creek South

SHIFT: Days, Evenings, Weekends,
Holidays as needed
WAGE STATUS: Hourly

SUMMARY:

The Concession Attendant will provide friendly, excellent service to every customer who approaches the Concession area. Provides quality service to customers at the cashier station and concession stands. Duties include serving, preparing food, handling inventory, stocks counters and display coolers, sandwich bar, air fryer and pizza ovens steam table neatly and according to holding requirements. Keeps all display equipment neat, clean, and free of debris during business hours while maintaining the cleanliness of the Concession area as needed. Performs additional job duties as assigned by the casino management. Performs all functions in accordance with applicable laws and gaming regulations, mission and objectives of Sugar Creek Casino South, and the Wichita and Affiliated Tribes, as well as established policies, procedures, and controls.

Essential Duties and Responsibilities:

- Must be willing to work with all regulatory agencies, i.e., Gaming Commission, State, and Federal.
- Must learn and ensure policies and procedures are being followed per the departments' Internal Controls.
- Must adhere to the Sugar Creek Casino Employee Handbook.
- Accurately counting and balancing of cashier bank. Maintain cashier drawer transaction records and prepare daily cash inventory form.
- Works efficiently to ensure orders are filled in a timely manner.
- Maintains a clean work area, keeping all items stocked and presented neatly.
- Maintains a neat appearance in proper full uniform.
- Completes daily assigned work duties.
- Immediately communicate any point of sales system errors, customer complaints and concerns, and safety concerns to supervisor/manager on duty.
- Assist in maintaining food safety by strictly adhering to Food Safety Handling Guidelines.
- Must effectively communicate with co-workers and customers.
- Attendance and punctuality are essential functions of this position.
- Adhere to all applicable federal, state and local laws and regulations.
- Ensures proper temperature requirements are always maintained as well as temperature/waste logs.
- Employees are required to stock, do dishes, sweep, mop and take the trash out
- Properly labeling, dating, covering, and refrigerating prepped items for the Concessions area.
- Assists other employees as well as help with the cleanliness of the Casino as needed.
- Must be able to work all shift hours, holidays, weekends, and special events.
- Provides information for Suspicious Activity Reports when necessary.
- Adhere to all counterfeit requirements to ensure money taken is legal.
- Assist with the drop when needed.
- Perform all other duties to be assigned.

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

1. Must be 21 years of age.
2. Professional appearance and able to multitask.
3. Remaining calm in a hectic, fast-paced atmosphere.
4. Demonstrating a high level of organization, attention-to-detail and a sense-of-urgency.
5. Displaying a positive and outwardly friendly attitude toward guests.
6. Good interpersonal, customer service and communication skills.
7. Communicate effectively with all levels of team members and customers.
8. Must be flexible and adaptable to change.
9. Must be able to work a varied work schedule to include nights, weekends, and holidays
10. Must have excellent written and verbal communication skills.
11. Excellent Customer Service skills.
12. Effective communications skills
13. Must have basic computer knowledge for data entry.
14. Ability to work as a team and/or alone.

Education and/or Experience:

1. High School Diploma or GED is preferred but not required.
2. Cash handling experience is preferred.

Language Skills:

1. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
2. Ability to write routine reports and correspondence.
3. Ability to speak effectively before groups of managers, employees, and customers.

Certificates, Licenses, Registrations:

1. Must be able to obtain and maintain gaming license.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

1. Ability to move throughout the office and casino floor (standing, walking, kneeling, bending) for extended periods of time.
2. Ability to make repeating movements of the arms, hands, and wrists.
3. Ability to express or exchange ideas verbally and perceive sound by ear.
4. Manual dexterity, hand-eye coordination, and ability to work with hand above shoulders.
5. Ability to occasionally, regularly, frequently move objects lift up to 25 pounds.
6. Ability to tolerate exposure to heat, cold, chemicals, smoke and loud/noisy environment.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. May be exposed to casino related factors including, but not limited to; second hand smoke, excessive noise, and constant interaction with the public.

Must be able to communicate and work effectively with others to promote the best interest of the casino.

This establishment promotes a drug-free work environment.

Reasoning Ability:

Ability to define problems, collect data, establish facts, and draw conclusions. Ability to interpret an extensive variety of technical instruction, in mathematical or diagram form and deal with several abstract variables.

Other Skills and Abilities:

Basic analytical and deductive reasoning ability. Must be competent in computer skills. Must have superior interpersonal relations skills. Must have superior planning and organizational skills.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Public Relations:

Important attributes of any employee of Sugar Creek Casino South and Wichita and Affiliated Tribes, along with the official performance of duties, are personal appearance and public relations. Each employee is expected to make every effort to be well-informed about the institution, pleasant, courteous, and cooperative, and to act in a manner to command respect of co-workers and all other personnel. An optimistic attitude, patience and tolerance will help each employee in nearly all situations at the institution.

Closing:

Sugar Creek Casino South is an Equal Opportunity Employer but does exercise Tribal and Native American Preference according to Federal Law.

As part of Wichita Gaming Commission license process, final candidates will be required to obtain gaming license by completing a background check with Wichita Gaming Commission, prior to being employed by the Casino. These background checks may include, but are not limited to:

- Credit Check
- Criminal Background Check