

PARAGON CASINO RESORT

Job Description

LA 1 MARKET CLERK

Department:	Retail	Reports to:	Lead LA 1 Market Clerk
Job Code:	CLK02	License:	Non-Gaming
Position Code:	CLK017	Costing:	460 4610 4613
Pay Grade:	N3	Date:	03/01/12
EEO-1 Code:	4		

SUMMARY:

Responsible for greeting guests in a courteous, friendly manner, and promoting specific LA 1 Market items, thereby ensuring that consistent revenue is generated in the gift shop.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Welcomes guests to gift shop in a friendly, courteous manner.
- Becomes familiar with all gift shop items and inventory and provides assistance and information to guests.
- Operates the cash register, to accept payment for retail sales, in the form of cash, credit, and complimentary, making correct change as required and balancing cash register, at closing or end of shift.
- Maintains a neat, clean and completely stocked work area.
- Maintains a working knowledge of Paragon Casino Resort facilities and special and upcoming events on property, in order to advise guests of same, whenever possible.
- Communicates important, relevant information to following shift.
- Assists the Lead LA 1 Market Clerk in creating and setting up displays of merchandise.
- Works to achieve and maintain a maximum level of guest service and satisfaction.
- Facilitates the flow of information, by attending regularly scheduled departmental meetings.
- Inspects merchandise, to ensure it is correctly priced and displayed.

Paragon Casino Resort requires all Associates to consistently:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Exceed Guests expectations with quality and friendly service.
- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.
- Provide a safe working environment by complying with safety rules and reporting potential hazards.
- Comply with company performance standards and departmental policy and practices.

- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.
- Support training and development for all Associates.
- Communicate and share ideas, concerns and explain “Why” behind decisions.
- Maintain a consistent, regular attendance record.

REQUISITE QUALIFICATIONS:

The requisite qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High school diploma or general education degree (GED) preferred.

Qualifications: Must possess effective communication skills, and have worked for a minimum of six months to one year in a retail environment, preferably in a Casino or Hotel. Must have working knowledge of computerized Retail P.O.S.(point of sale) program including basic computer skills. Must possess a positive attitude, outstanding phone etiquette, excellent interpersonal skills and problem solving skills.

Must apply for, be granted and retain a valid Tribal Gaming License during their employment with Paragon Casino Resort. Must have understanding of and abide by all regulations as stated in the Tribal-State Compact.

Language Skills: Ability to read, analyze, and interpret documents, such as safety rules, operating and maintenance instructions, and procedure manuals.

Mathematical Skills: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to perform these operations using units of American money.

Reasoning Ability: Ability to apply commonsense understanding to carry out instructions furnished in written, oral or diagram form.

Physical Demands: The physical demands described here are representatives of those that must be met by an Associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties, the Associate is regularly required to talk or hear. The Associate is also regularly required to stand; walk; sit; and use hands to finger, handle, or feel objects, tools or controls. The Associate is occasionally required to reach with hands and arms, and to sit; climb or balance; and stoop, kneel, crouch or crawl.

The Associate must regularly lift and/or move up to ten (10) pounds, frequently lift and/or move up to twenty-five (25) pounds and occasionally required to lift and/or move up to fifty (50) pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an Associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate to loud. The casino environment is usually smoky.

