



JOB DESCRIPTION

POSITION:	Event Worker
DEPARTMENT:	Casino Event Staff
LOCATION:	Resort
SUPERVISOR:	General Manager
EMPLOYMENT:	Temporary/Seasonal
PAY RATE:	\$20.00 per hour

DESCRIPTION:

Event staff assists in the logistical management of Casino Special Events. Event workers are responsible for working under the direction of the General Manager or Event Supervisor. The primary responsibility of this position is to provide guests with a positive impression of the Resort. This position is expected to work cohesively with team members to organize and arrange all areas of the property for each scheduled Special Event and maintain a superior level of service.

RESPONSIBILITIES:

- Provide excellent Guest Service through active engagement and positive attitude.
- Enthusiastically greet and direct guests while performing assigned tasks.
- Provide guests with accurate event and venue information.
- Enforce facility policies and procedures.
- Identify and respond to emergencies according to emergency protocols.
- Involve area Supervisor as needed.
- Serve guests and run food as required.
- Set-up, tear down, bus and serve at company events.
- Any duties assigned leadership in order to provide a great guest experience.
- Proactively approach guests that may have an issue and/or complaint.
- Creatively resolve issues/complaints and involve area Supervisor as needed.
- Unloading and loading of trucks for the Events.

- Assist in setting up venues including chairs, tables, stages, and light and sound equipment.
- Shall be required to read, implement, and adhere to all NWCR Policies and Procedures, LVD Gaming Ordinance, Tribal/State Gaming Compact, NIGC Minimum Internal Control Standards, Indian Gaming Regulatory Act, LVD Tribal Internal Control Standards, Title 31 Minimum Internal Control Standards, NWCR Casino Employee Handbook, Custodial Department Policy and Procedure Manual.
- Adhering to event safety standards.
- Due to the dynamic Casino Environment from time to time, we require employees to be flexible and assume other responsibilities assigned by management.

MINIMUM QUALIFICATIONS:

- High School Diploma or General Education Degree (GED)
- Experience in prior customer service preferred.
- Demonstrated strong customer service skills.
- Must have a friendly disposition and a smile.
- Must be able to stay calm in stressful, fast-paced situations.
- Experience dealing effectively with conflict.
- Must pass background checks and other pre-employment screenings.

PHYSICAL REQUIREMENTS:

- Ability to navigate a variety of floor surfaces and areas including stairs, carpet and concrete.
- Ability to work in a variety of environments including but not limited to heights, in darkened corridors, around crowds, loud noise, flashing lights and have effects.
- Frequent lifting and carrying up to 50 pounds.
- Frequent walking, including walking the stairs and resort floors.
- Frequent bending, stooping, turning and twisting.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.

PREFERENCE FOR HIRING:

Preference shall be given when it is established that the applicant meets the qualifications as stated in the job description. The following order shall be adhered to for hiring:

- *Enrolled LVD Tribal Member*
- *Parents/Legal Guardian of LVD Tribal member children and spouses of Tribal Members*
- *Other Native Americans*

- *All others*

Date Approved by the Public Enterprise Finance Commission (PEFC): 07/26/2024

Northern Waters Casino Resort

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