



**JOB TITLE: Media Specialist**

**STATUS: Full-Time**

**SUMMARY:**

The Media Specialist requires excellent verbal and writing skills and the ability to work independently as well as in a team. An attention to detail, goal oriented, and possess the ability to meet deadlines is critical. This position designs graphics and assists with copy for web sites, web applications, print media, newsletters, advertisements, marketing and promotional campaigns, creating and administering content on all social media platforms, trade show displays, and presentations.

**ESSENTIAL RESPONSIBILITIES:**

- Design graphics, layouts
- Implement and manage our social media strategy
- Manage and oversee social media content
- Stay up to date with the latest social media best practices and marketing media tools
- Assist with and manage web site and web applications
- Create print media, newsletters and advertisements
- Assist in all marketing and promotional campaigns, trade show presentations and provide creative input for displays
- Implement ideas, suggestions, changes in media shown above
- Excellent written and verbal communication skills
- Accuracy and reliability

**QUALIFICATIONS:**

- High school diploma or GED required.
- All applicants must be at least 18 years of age.
- 1-3 years experience with Print and in-house collateral as well as web design.
- Knowledge of Facebook, Twitter, LinkedIn, Pinterest, Instagram, and other social media best practices
- Familiarity with web design and publishing
- Formal education in Graphic Arts courses preferred
- Experience In Wordpress
- Experience in all MS Office software, Adobe Illustrator, Photoshop, Flash, and Dreamweaver.
- Graphic design/copy for web/client based applications
- Flash/Multimedia
- Project management skills and the ability to handle multiple projects simultaneously
- Adobe PDF generation and manipulation
- Ability to provide prepress layouts and designs
- Photo manipulation with working knowledge of digital photography
- Must be able to speak, read and write the English language

POSTING DATE: February 15, 2021

CLOSING DATE: Until Filled.



**JOB TITLE: Players Club Representative**

**STATUS: Full-Time**

**SUMMARY:**

Responsible for providing support and service to club members and promoting the success of the player's club by assisting guests through the membership process.

**ESSENTIAL RESPONSIBILITIES:**

- Enter new customer accounts.
- Greets customers as a company representative and provides information concerning casino programs and amenities, off-site attractions, hotels and restaurants, and Gold Card program.
- Issues promotional amenities, redeems coupons, and maintains accurate banks and inventory control records.
- Greets buses and distributes Gold Cards and requested coupon packages to passengers.
- Adheres to regulatory, departmental and company policies in an ethical manner.
- Develops customer relations with top players.
- Inventory of redeemable items.
- Makes live announcements.

**QUALIFICATIONS:**

- High school diploma or GED required.
- All applicants must be at least 18 years of age.
- Good math skills essential.
- Must be able to stand for long periods of time.
- Must have computer skills in Microsoft, Word, Excel, Access, and PowerPoint.
- Excellent interpersonal, written and oral communication skills.
- Must be able to speak, read and write the English language.
- Ability to maintain strict confidentiality
- Must be willing to work weekends, holidays and any shift.

POSTING DATE: March 1, 2021

CLOSING DATE: Until Filled.



**JOB TITLE: Cook**

**STATUS: Full-Time**

**SUMMARY:**

Prepare food in a safe and timely manner according to departmental and menu specifications.

**ESSENTIAL RESPONSIBILITIES:**

- Responsible for fast and clean servicing of all menu items to the servers.
- Controls food production to include: proper cooking methods, cooking time and temperature and ensuring sanitation, handling and storage of prepared food and leftovers.
- Prepares for rush periods of work without getting behind.
- Checks work stations before, during, and after shift for proper set up & cleanliness.
- Keeps stock on hand and organizes orders.
- Gets orders for meat needed/order or cut to meet the day's needs.
- Fills special orders when requested by customers.
- Organizes the work day.
- Maintain a flexible break scheduled to meet customer's needs.
- Operate all kitchen equipment including grill, deep fryer, ovens, broiler, slicer, and steamer.
- Keeps errors to a minimum.
- Maintain a solid knowledge of all food products.
- Perform other duties as assigned by management.
- Other duties as assigned.

**QUALIFICATIONS:**

- One (1) year of food preparation / cooking experience preferred.
- High school diploma or GED required.
- All applicants must be at least 18 years of age.
- Food handler's certification required or ability to obtain one.
- Knowledge of kitchen sanitation, operation and maintenance of kitchen equipment required.
- Basic knowledge of food preparation techniques.
- Must be able to stand for long periods of time.
- Must be able to work with cleaning chemicals.
- Must be able to tolerate areas with extreme heat and cold temperatures.
- Must be able to regularly lift and/or move up to 50 pounds
- Strong organizational skills required.
- Must have attention to detail.
- Reading and math skills for recipes and measurement.
- Must be able to speak, read and write the English language.
- Must be willing to work weekends, holidays and any shift.

POSTING DATE: March 12, 2021

CLOSING DATE: Until Filled.



**JOB TITLE: Barista**

**STATUS: Full-Time**

**SUMMARY:**

The Barista is responsible for processing all beverage orders promptly, while providing excellent customer service including educating customers on our drinks menu, and making recommendations based on their preferences.

**ESSENTIAL RESPONSIBILITIES:**

- Greet customers by informing them about specialty drinks such as, cappuccino, espresso, cafe latte, or new pastry items.
- Educate customers by explaining the coffee drink menu.
- Serve beverages and prepared food items such as coffee's, teas, cookies, cheese cakes, pastries.
- Following coffee recipes.
- Operate Point Of Sale (POS) System.
- Record all tips collected from credit cards, comps.
- Keep work area neat and clean, picks up trash, glasses, etc.
- Provides fast, friendly service to customers.
- Receive and process cash and credit cards payments.
- Maintaining daily inventory and replenishing items in display cases, or behind the counter.
- Cleaning and inspecting coffee brewing equipment.
- Maintain a safe and healthy work environment following food safety regulations.
- Other duties assigned.

**QUALIFICATIONS:**

- High school diploma or GED required.
- All applicants must be at least 18 years of age.
- Previous work experience as a Barista or Waiter/Waitress.
- Hands-on experience with brewing equipment.
- Food handler's certification required or ability to obtain one.
- Legible handwriting a must.
- Prior food service experience preferred.
- Must be able to stand for long periods of time.
- Must be able to regularly lift and/or move up to 50 pounds.
- Must be able to speak, read and write the English language.
- Must be willing to work weekends, holidays and any shift.

POSTING DATE: March 30, 2021

CLOSING DATE: Until Filled.



**JOB TITLE: Security Officer**

**STATUS: Full-Time**

**SUMMARY:**

Responsible for providing overall safeguarding of Casino assets, property, personnel and guests; insures adherence to internal controls and policies and procedures by observing and reporting specific incidents occurring on casino property.

**ESSENTIAL RESPONSIBILITIES:**

- Provide patrols of the Casino building and parking lots at scheduled intervals.
- Provide escorts of cash to and from vault; from pit to cage; and during armored car service pickups; provides escorts of maintenance personnel to trash receptacles.
- Assists customers as needed by answering inquiries regarding casino services and offering assistance whenever needed; when required, and in accordance with gaming ordinance, checks identification documents of guests who may be under 18 years of age.
- Enforce casino policies and procedures and reports incidents of any infractions.
- Supervises pre-employment and random drug testing by escorting individuals to restroom to obtain specimen.
- Provide proper procedure for custody and control of specimen by completing necessary forms and labeling.
- Responsible for key control by accessing key lock box and documenting key disbursement.
- Provide security when technicians open video pull tab machines by verifying tickets for hand pays and indicating reason entered in log.
- Notify surveillance and oversees replacement of safety paper in video pull tab machines.
- Escort employees and visitors/contractors to and from restricted areas.
- Verify employee's identification and time cards by clocking employees in and out of scheduled shift.
- Respond to medical situations and, when necessary and ordered by supervisor, notifies 911.
- Complete required injury reporting documents and incident reports necessary for all on-the-job injuries.
- Make note of any safety infractions and reports to immediate supervisor.

**QUALIFICATIONS:**

- High school diploma or GED required.
- All applicants must be at least 21 years of age.
- Police academy training and skills in self-defense helpful.
- Must purchase own uniform and accessories with reimbursement after completion of probationary period.
- Must have at least six months experience in law enforcement or security field.
- Must have the ability to write reports accurately and legibly.
- Must be able to stand and walk for long periods of time.
- Must have the ability to operate a two-way radio.
- Must be able to regularly lift and/or move up to 50 pounds.
- Must be able to speak, read and write the English language.
- Must be willing to work weekends, holidays and any shift.

POSTING DATE: April 5<sup>th</sup>, 2021

CLOSING DATE: Until Filled.



**JOB TITLE: Surveillance Officer**

**STATUS: Full-Time**

**SUMMARY:**

The Surveillance Officer protects company assets and possesses a knowledge of clandestine surveillance operations. Performs both overt and covert surveillance activities during the assigned shift. Observes all money exchange/count transactions.

**ESSENTIAL RESPONSIBILITIES:**

- Maintains surveillance on designated areas and activities.
- Records any irregular gaming activity.
- Operates a Microprocessor based Closed Television System, all surveillance equipment, including, but not limited to monitors, switches, computers, controllers and cameras as assigned.
- Provides Closed Circuit Television and personal observations of all departments and applicable job functions to assure that all company policies and procedures are met with compliance.
- Records all activities in the operator's daily activity log.
- Logs information as directed by the shift supervisor in the employee information data-base.
- Assists in all transaction verification duties.
- Performs spot audits as required by the shift supervisor.
- Familiar with cheating techniques on live games, slot machine, hard/soft count, change banks, and vaults.
- Familiar with all department operational policies and maintains a constant vigil for deviations.
- Notes the attendance guidelines of the job and adheres to regulatory, departmental and company policies, including those regarding confidentially.
- Performs all tasks assigned by the Shift Supervisor.

**QUALIFICATIONS:**

- One year surveillance or law enforcement, experience preferred.
- All applicants must be at least 18 years of age.
- Broad knowledge of games and casino rules, procedures and administration.
- Excellent interpersonal and communication skills.
- Familiarity with camera equipment and methods of operation and recording.
- Knowledge of and identification of methods of cheating games and other related activities.
- Professional appearance
- Native American preference.
- Must be able to obtain gaming license.
- Able to function under stressful conditions during assigned shift.
- High level of hand eye coordination, moderate lifting.
- Must be able to speak, read and write the English language.
- Correctable vision to 20x20.

POSTING DATE: July 9, 2021

CLOSING DATE: Until Filled.



**JOB TITLE: Drop/Count Team Member**

**STATUS: Full-Time**

**SUMMARY:**

Under direct supervision of the Drop Count Supervisor the Drop/Count Team Member is responsible for the drop and count processes for Gaming Machines.

**ESSENTIAL RESPONSIBILITIES:**

- Responsible for completing Drop/Count during regular shift.
- Responsible for opening, removing and securing currency from the slot machines.
- Responsible to follow all drop/count policy and procedures and accountable for all necessary documents to be delivered to audit.
- Responsible for reporting discrepancies or variances to supervisor.
- Maintain the highest level of confidentiality.
- Must be able to prepares and bundle currency.
- Must have excellent attendance.
- Responsible for the general upkeep of the Count Room.
- Performs minor repairs and maintenance of the Count Room equipment.
- Must be able to work with others, communicate well and receive direction when needed to achieve department objectives.
- Performs other duties as required.

**QUALIFICATIONS:**

- High school diploma or GED required.
- All applicants must be at least 18 years of age.
- Prior count room or money handling experience (casino or bank) preferred.
- Operate calculator efficiently.
- Must be able to stand for long periods of time.
- Must be able to regularly lift and/or move up to 50 pounds.
- Must be able to speak, read and write the English language.
- Must be willing to work weekends, holidays and any shift.

POSTING DATE: July 20, 2021

CLOSING DATE: Until Filled.



**JOB TITLE: Concessions Janitor**

**STATUS: Full-Time**

**SUMMARY:**

Provide janitorial services to the Concession area.

**ESSENTIAL RESPONSIBILITIES:**

- Cleaning all stoves, ovens, fryers, freezer, refrigerator, and storage areas.
- Provide janitorial services to the concessions area including emptying trash, sweeping and mopping floors, and general clean-up of the work area.
- Inventory control and stocking of all incoming concessions supplies.
- Ensure kitchen is stocked at all times for cooks and servers.
- Moving equipment, and supplies manually or by using hand trucks.

**QUALIFICATIONS:**

- Must be able to work 11:00 PM - 7:00 AM.
- High school diploma or GED required.
- All applicants must be at least 18 years of age.
- Must be able to bend, kneel, squat, stand, and lift heavy objects as needed
- Knowledge of general sanitary and safety practices
- Must be able to work with cleaning chemicals.
- Must be able to tolerate areas with extreme heat and cold temperatures.
- Must be able to regularly lift and/or move up to 50 pounds.
- Must have attention to detail.
- Must be able to speak, read and write the English language.
- Must be willing to work nights weekends, holidays and any shift.
- Other duties as assigned.

POSTING DATE: July 26, 2021

CLOSING DATE: Until Filled.





**JOB TITLE: Building Maintenance Worker**

**STATUS: Full-Time**

**SUMMARY:**

Performs routine maintenance and construction tasks in addition to specialized carpentry projects for the Robinson Rancheria Casino & Bingo property.

**ESSENTIAL RESPONSIBILITIES:**

- Performs general maintenance by changing light bulbs, painting, repairing of tables and chairs, making adjustments on door locks; checking plumbing fixtures and changing washers when necessary.
- Constructs wood stands/booths, walls, partitions, cabinets, money drawers, etc.
- Builds picnic tables and sets up appropriate facilities for special events that includes portable stages, awnings, barbecues, etc.
- Changes air filters on air conditioning units; removes filters from smoke eaters and cleans in appropriate manner.
- Provides labor to contractors such as plumbing, electrical and excavation; requires digging, crawling in attic areas, carrying and lifting supplies and equipment.
- Assists freight trucks in unloading upon arrival.
- When necessary, assists the Housekeeping crew with more laborious tasks.
- Other duties as assigned.

**QUALIFICATIONS:**

- High school diploma or GED required.
- All applicants must be at least 18 years of age.
- General carpentry skills.
- Must have experience in building construction or laborer.
- Must have the ability and knowledge in operating equipment such as saws, air tools, grinders, torches, etc.
- Must be able to stand for long periods of time.
- Must be able to regularly lift and/or move up to 50 pounds.
- Must be able to speak, read and write the English language.
- Must be willing to work weekends, holidays and any shift.

POSTING DATE: July 29, 2021

CLOSING DATE: Until Filled.



**JOB TITLE: Admissions Clerk**

**STATUS: Part-Time**

**SUMMARY:**

Sell Bingo paper either directly to customer or at station. Must accurately account for Bingo paper inventor, sales and cash, and be friendly and helpful to guests.

**ESSENTIAL RESPONSIBILITIES:**

- Sell Bingo paper to customers; accurately account for Bingo paper inventory, sales and cash.

**QUALIFICATIONS:**

- High school diploma or GED required.
- All applicants must be at least 18 years of age.
- Must be able to stand for long periods of time.
- Must be able to regularly lift and/or move up to 50 pounds.
- Must be able to speak, read and write the English language.
- Must be willing to work weekends, holidays and any shift.

POSTING DATE: August 17, 2021

CLOSING DATE: Until Filled.



**JOB TITLE: General Manager**

**STATUS: Full-Time**

**SUMMARY:**

The General Manager is responsible for the overall operations of, and accountable for the performance of all casino operations. This position is also responsible for the direct management of casino staff operations including, Finance, Security, and Human Resources.

**ESSENTIAL RESPONSIBILITIES:**

- Supervises and directs Directors and Department Heads in the performance of their duties.
- Establishes policy within parameters established by the tribal council.
- Determines and authorizes staffing level requirements.
- Administers full authority to hire, fire, suspend, or discipline personnel.
- Determines facility needs.
- Establishes an effective system of communication to maintain a constant flow of information downward, upward and laterally.
- Reviews records to administer budgets in attainment of profit objectives.
- Approves or denies capital expense request of Department Head to prearranged limit.
- Submits request over prearranged limit for management board approval if deems such requests as appropriate.
- Directs and reviews marketing objectives for maintaining equitable customer traffic flows and promoting special events.
- Authorizes customer comp limit and policies.
- Represents the facility external to business and political leaders.
- Approves customer credit to assigned limits.

**QUALIFICATIONS:**

- Minimum 5-10 years in casino management position
- College degree preferred.
- All applicants must be at least 18 years of age.
- Must be able to obtain gaming license.
- Proficient with Slot Management Systems
- Must have knowledge of slots and table games.
- Bi-cultural experience preferred
- Strong verbal and written communication skills
- Strong analytical, problem-solving, and interpersonal skills.
- Must be able to speak, read and write the English language.
- Native American preference

POSTING DATE: August 26<sup>th</sup>, 2021

CLOSING DATE: Until Filled.



**JOB TITLE: Casino Shift Manager**

**STATUS: Full-Time**

**SUMMARY:**

Responsible for the day to day operations during a specified shift of the Casino with regards to ensuring adherence to Casino policies and procedures and internal controls established for the gaming area. Provides excellent customer service, employee counseling and discipline when needed; evaluation of Casino Staffs performance and coverage; provides overall safeguards of Casino assets.

**ESSENTIAL RESPONSIBILITIES:**

- Directs and Supervises Casino personnel to ensure that outstanding customer service is provided by adhering to policy and procedure standards.
- Ensure proper coverage for business needs; employees are in proper uniform and that their time is productive. Will provide training and counseling to ensure standards are met.
- Assist the General Manager and Slot Director in the operation of the Casino during assigned shift.
- Ensures adherence of company policies, procedures, and internal controls are met for gaming areas.
- Safeguards assets in the gaming area and all monies in the Casino.
- Is Casino Host to patrons. Greets customers in gaming areas, provides assistance as needed.
- Keeps patrons and employees informed of upcoming events.
- Observes video activities, and alerts technicians of problems.
- Verifies jackpots and payouts; completes necessary forms required by IRS for reporting purposes.
- Maintains a shift log by documenting pertinent information and providing copies to appropriate departments and individuals.
- In absence of department Heads, will ensure proper coverage of the Casino facility if absenteeism by employee(s) occur.
- Will conduct count out of tips for Casino personnel in absence of their Department Heads or Supervisors.
- Walks throughout Casino constantly to ensure customer service standards are met in all areas of the Casino; including Gaming Floor, Bingo, Hotel, Bar, Restaurant(s) and Players Club.
- Approves all jackpot payouts at and in excesses of \$1200.00.
- Monitors Casino for cleanliness standards and notifies Housekeeping staff of items needing attention.
- Communicates with Department Heads regarding staffing issues, training issues, and performance issues of Casino personnel.
- Maintains a shift log documenting pertinent information and providing copies to appropriate departments and individuals.
- Any other tasks or duties as may be assigned by the General Manager.

**QUALIFICATIONS:**

- High school diploma or GED required. College Degree preferred.
- All applicants must be at least 18 years of age.
- A minimum of two years experience in casino industry.
- Proficient with Slot Management Systems ie, Aristocrat or Oasis
- Must have knowledge of slots and table games.
- Familiarity with Players Club, Food and Beverage and other casino department.
- Must be able to regularly lift and/or move up to 50 pounds.
- Must be able to speak, read and write the English language.
- Must be willing to work weekends, holidays and any shift.

POSTING DATE: July 1<sup>st</sup>, 2021

CLOSING DATE: Until Filled.