



17. Make certain guest service is friendly, helpful, fast, and in a timely manner.
18. Answer questions from guests and resolve any concerns.
19. Ensure the security of all box office cash, tickets, and concession cash.
20. Accomplish daily, weekly, monthly cleaning tasks
21. Other job-related duties as assigned by the supervisor.

**KNOWLEDGE, SKILLS, & ABILITIES:**

1. Proficient guest service, administrative and follow-up skills
2. Comfortable communication and cooperation with guests, supervisors, peers, subordinates, vendors or partners
3. Ability to communicate and work effectively with guests in high-volume setting
4. Standing, walking, lifting, twisting and bending on a frequent basis
5. Ability to present a calm demeanor that deters people from engaging in disruptive conduct while encouraging positive interaction with guests.
6. Good verbal communication skills as well as math and cash handling skills
7. Ability to meet tight deadlines under minimal supervision
8. Must be willing to work flexible hours that will include evenings, weekends and holidays

**MINIMUM QUALIFICATIONS**

1. Must be at least 16 years of age
2. Physical Requirements: Frequently sit and stand; be able to climb at least (8) eight flights of stairs per working shift; occasionally walk bend/stoop, reach above shoulder level, crouch, kneel and push/pull; carry or lift thirty-five (35) pounds of supplies

## GENERAL EMPLOYMENT INFORMATION

**Fallon Paiute-Shoshone Tribe and Native American/Indian Preference.** Employment preferences to members of the Fallon Paiute-Shoshone Tribe and to members of federally-recognized Indian Tribes shall apply to this position pursuant to the FTDC's Personnel Policies. Persons of Tribe and/or Indian ancestry and wish to claim these employment preferences should submit a copy of the Tribal Enrollment card/certification indicating the name of the Tribe they are enrolled with.

**U.S. Veteran's Preference.** Preference to opportunities to veterans honorably discharged from the United States Armed Forces shall apply to this position pursuant to the FTDC's Personnel Policies.

**Equal Opportunity Employer.** The Fallon Tribal Development Corporation does not discriminate on the basis of race, color, national origin, sex, religious preference, age, handicap, marital status, political preference, genetics or membership or non-membership in any employee organization, except as allowed by Federal and/or Tribal Law.

**Drug Free Workplace.** The Fallon Tribal Development Corporation is a drug-free workplace. All employees are subject to a pre-employment drug test (at his/her own expense) and random drug screens.

**Background Checks.** All employees must be able to pass a background check per the FTDC's background check procedures.

**Position Description Limitations.** This position description does not constitute an employment agreement between FTDC and the employee, and is subject to change by the FTDC Board of Directors as the needs of FTDC and the requirements of the job change. This position description is not intended to present a descriptive list of the range of duties performed by any employee in this position and is not intended to reflect all duties performed within the position.

## EMPLOYEE RECEIPT AND ACKNOWLEDGEMENT

I have received a copy of this approved position description. I have read this position description (or had it read to me), and I understand all my job duties and responsibilities. I further understand that my duties may change on a temporary or regular basis according to the needs of the Tribe without it being specifically included in the position description. I will be notified of these changes in writing and have an opportunity to ask any questions with my immediate supervisor or Human Resources. I understand that all evaluations and any pay increases will be based on my ability to perform the duties outlined in this position description. I have discussed any questions I may have about this position description prior to signing this form.

Employee's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Human Resources Signature: \_\_\_\_\_

Date: \_\_\_\_\_

***This acknowledgment will be placed in the employee's personnel file.***