



## Spotlight 29 Casino



**Job Title:** Guest Services/Retail Clerk/ Shuttle Driver  
**Department:** Marketing  
**Job Type:** Full Time  
**Status:** Non-Exempt

**Summary:**

Greet all guests and acts as a Spotlight 29 Casino information center by answering guest inquiries concerning casino promotions, live entertainment and special events, and The 29 Palms Band of Mission Indians with the primary responsibility to enroll casino guests into Club 29 and assist in the distribution of prizes, awards, and promotional items to eligible guests and duties as they relate to the bus patrons. Obtain or receive merchandise, totals bill, accept payment, and make change for customers in retail store and promote sale of tickets for entertainment events by performing the following duties. Drive minibus, van, or lightweight truck to transport guests.

***ESSENTIAL DUTIES AND RESPONSIBILITIES:***

- Provide outstanding customer service to guests and all other employees by exceeding our mission statement to be the premier entertainment experience in the Coachella Valley and the High Desert.
- Act as a liaison between Marketing and the casino guest, communicating with both to expedite customer requests.
- Maintain a patron log which keeps current as to the likes and dislikes of the patrons.
- Upon being notified of the guest's arrival, must be present and ready for the guest.
- Must have strong knowledge of all local attractions.
- Provide constructive feedback to the Marketing staff to ensure guest satisfaction.
- Inform guests of the advantages and benefits of the Club 29 membership and then enroll them into the program.
- Know the casino layout in order to assist customers in locating such services as restrooms, cash cage, table games areas, cafe, specific slot machines games, etc.
- Know the events occurring at the casino; including but not limited to, the featured bands in the lounge, table games events, slot events, etc., and advise Casino guests accordingly.
- Thoroughly familiar with all Spotlight 29 Casino promotions, including but not limited to rules and guidelines for guest participation, the location where guests can enter the promotions and advice guests accordingly.
- Assist in the distribution of prizes, promotional items, and awards offered in the Casino's various promotions.
- Make public announcements as required.
- Assist Marketing Department with posting in-house advertisement.
- Welcomes incoming passengers from buses upon arrival.
- Responsible for entering bus manifest into the system to ensure each passenger has been accounted for.
- Logs in and requests check request for bus companies.
- Accesses the CMS system and other files and data information.
- Handles large amounts of cash at one time.
- Stock shelves, counters, or tables with merchandise.
- Set up advertising displays or arranges merchandise on counters or tables to promote sales.
- Stamp, mark, or tag price on merchandise.
- Obtain merchandise requested by customer or receive merchandise selected by customer.
- Answer customer's questions concerning location, price, and use of merchandise.
- Total price on merchandise purchased by customer to determine bill.
- Accept payment and makes change.
- Wrap or bag merchandise for customers.
- Telemarkets and promotes bus trips on behalf of the Spotlight 29 Bus Program to interested parties and groups.

- Drive vehicle from individual or central loading area to Casino entrance or other destination according to assigned schedule.
- Assist disabled passengers into and out of vehicle.
- Secure passengers' wheelchairs to restraining devices to stabilize wheelchairs during trip.
- Operate radio or similar device to communicate with base station or other vehicles to report disruption of service.
- Clean and service vehicle with fuel, lubricants, and accessories.
- Keep records of trips and behavior of passengers.

***SUPERVISORY RESPONSIBILITIES:***

None

***EDUCATION AND EXPERIENCE:***

- Must possess a high school diploma or equivalent.
- Computer literate
- Capable of typing 40 wpm
- Three to six months related experience and/or training; or equivalent combination of education and experience

***REQUIREMENTS:***

- Must pass pre-employment and periodic random drug screens
- Must be able to pass background suitability investigation
- Must obtain a Tribal Gaming License
- Must provide proof of eligibility to work in the United States within 72 hours of employment
- Must speak a second language. Will be requested to translate when needed.
- Must possess valid California Driver's License.
- Class B License preferred.

***WORK ENVIRONMENT:***

- The Casino is open 24 hours per day, seven (7) days per week; therefore, you must be flexible to work any and all shifts.
- The Casino is a gaming facility.
- The Casino is not a smoke-free environment.
- Be aware that surveillance cameras and audio equipment monitor the premises recording activity throughout the facility on a 24-hour, 7 – day per week basis