



## **JOB DESCRIPTION**

**POSITION:** Bus Person

**POSTING DATE:** 7/14/2017

**LOCATION:** Resort Division

**WAGE:** \$8.00 per hour (tipped)

**CLOSING DATE:** Until Filled

**TABLE OF EQUIVALENCIES:** Doesn't Apply

**40 Hours per week + Shift Differential**

Every employee of North Star Mohican Casino Resort is expected to greet and service our customers in a friendly, respectful manner and create a warm, fun atmosphere so that our customers feel welcome and enjoy visiting our establishment. North Star Mohican Casino Resort strives to provide a positive team environment where everyone contributes.

### **GENERAL RESPONSIBILITIES:**

Greet guests positively, treating each person as an individual and in a professional manner. Provide prompt, efficient, and courteous service to guests.

### **STANDARD QUALIFICATIONS:**

All employees of North Star Mohican Casino Resort must meet the following qualifications.

1. Must submit to court records search/background review.
2. Must maintain an acceptable departmental attendance record.
3. Must submit and pass a pre-employment drug screening and health screening.
4. Must be able to work weekends, nights and holidays.
5. Must be at least 18 years of age.

### **EDUCATIONAL REQUIREMENTS:**

1. High School Diploma or GED is preferred. High School Diploma or GED is required if you are 19 years old and under.

### **DUTIES:**

1. Must attend all training provided by the North Star Mohican Casino Resort.
2. Must adhere to all established rules, regulations, procedures, and policies of North Star Mohican Resort Casino and the Food & Beverage Department.
3. Must participate in employee random drug testing program.
4. Must be able to work with a variety of people with diverse personalities.
5. Must attend all meetings, as assigned.
6. Must wear the approved departmental uniform.
7. Must be reliable and prompt when reporting to work.
8. Must maintain compliance with all workplace policies, procedures, ordinances, laws and other communicated expectations, including but not limited to: Employment Manual, gaming

9. Ordinance, State Gaming Compact, Minimum Internal Controls, Department Procedures, memos and other communication from supervisory or regulatory personnel.
10. Maintain the dining area in a clean and neat manner.
11. Clear tables and stations of dirty dishes in an efficient manner and reset dining tables and areas for guest use.
12. Ensure tables, chairs, and floors are clean and free from debris.
13. Empty garbage cans as needed and transport to designated areas.
14. Monitor dining area and address any needs.
15. Stock dishes, silverware and glassware and ensure all areas are stocked with clean, dry, and sanitized dishware.
16. Maintain a safe and clean environment for guests and fellow associates.
17. Keep work areas neat, clean, sanitized, and stocked of needed equipment and cleaning supplies.
18. Assist in carrying food trays to tables, as necessary.
19. Report any guest complaints or concerns to immediate supervisor for resolution.
20. Understand the goals and vision of the organization and demonstrate commitment to those goals in terms of individual and team performance.
21. Perform as a team member and assist fellow associates to ensure a smooth operation.
22. Prioritize and handle multiple tasks simultaneously.
23. Complete other duties as assigned.

**QUALIFICATIONS:**

1. North Star Mohican Casino Resort is looking for a courteous and friendly individual.
2. Must possess good communication skills and possess ability to speak effectively and interact well with the customers and employees.
3. Previous customer service experience is preferred.
4. Must possess the ability to be mobile 100% of the shift including maneuvering through crowded areas. Must be able to work in an area that is unusually hot, cold, and noisy.
5. Must have ability to remain calm and professional in a fast-paced environment.

**PHYSICAL REQUIREMENTS/WORK ENVIROMENT:**

1. Constant hand movements (repetitive motions: grasping, holding, use of finger dexterity).  
Required to use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms.
2. Constant walking and standing which may include kneeling, crouching and bending.
3. Occasional pushing/pulling, lifting and/or moving up to thirty (30) pounds.
4. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and depth perception and the ability to adjust and focus.
5. Work is generally performed in a casino setting with a higher noise level and where cigarette smoke is prevalent.
6. Work environment is **NOT** smoke, noise or dust free.

**THE STOCKBRIDGE-MUNSEE COMMUNITY OPERATES AS AN EQUAL OPPORTUNITY EMPLOYER  
EXCEPT INDIAN PREFERENCE IS GIVEN IN ACCORDANCE WITH THE  
TRIBAL EMPLOYMENT PREFERENCE ORDINANCE**