

Baraga Property

16449 Michigan Avenue
Baraga, MI 49908
906-353-6623 x4188
Fax: 906-353-8786



Marquette Property

105 Acre Trail
Marquette, MI 49855
906-249-4200 x204
Fax: 906-249-9610

Human Resource Department

OJIBWA CASINOS POSITION DESCRIPTION

JOB TITLE: Gift Shop Clerk

DEPARTMENT: Gift Shop

LOCATION: Marquette

SUPERVISOR: Casino Manager

WAGE: Grade 5 (Min: \$13.00/hr)
Part-Time (up to 37 hours/wk)
Non-Exempt Position

CLOSING DATE: Continuous

The Keweenaw Bay Indian Community does not discriminate on the basis of race, color, national origin, sex, religion, or age in employment. However, individuals of Indian Ancestry and Veterans will be given preference by law.

TO APPLY, PLEASE COMPLETE A KBIC ENTERPRISE APPLICATION AND SUBMIT IT TO:

Human Resources Department – HR@OJIBWACASINO.COM

16449 MICHIGAN AVENUE
BARAGA, MI 49908
FAX: 906-353-8786

OR

105 ACRE TRAIL
MARQUETTE, MI 49855
FAX: 906-249-9610

POSITION SUMMARY: This position will provide excellent customer service to all guests of the Gift Shop. The incumbent in this non-exempt position must be willing to work flexible hours to include weekends, nights and holidays.

QUALIFICATIONS/REQUIREMENTS:

1. High School Diploma, GED or High School Certificate of Completion is preferred.
2. Must be at least 18 years old.
3. Basic math skills and the ability to operate a Point of Sale system is required.
4. Prior work experience in a guest service or retail sales environment is required.
5. A strong customer focus/orientation is crucial.
6. Must be able to deal with the general public and fellow employees with tact, courtesy, respect, objectivity and mature judgment.
7. Must be able to communicate in a clear and concise manner.
8. Must be willing to work nights, weekends and holidays.
9. Must be willing and able to obtain additional education and training as needed.

DUTIES AND RESPONSIBILITIES:

- Provides excellent customer service at all times.
- Acknowledges customers promptly, answer questions, gives “suggestive sell” feedback and shares product knowledge necessary to complete and augment sale.
- Handles difficult customer situations with patience and tact.
- Retrieves cash drawer at the beginning of the shift.
- Verifies startup funds, reconciles/balances cash register receipts at end of shift and returns funds to assigned location.
- Performs Point of Sale transactions.
- Displays merchandise creatively, neatly and in proper order and stocks shelves as necessary. Rearranges merchandise for promotions.
- Routinely cleans shelves and product; keeps the Gift Shop area neat and dust free.
- Receives deliveries; checks in product, prices items and stocks new merchandise.
- Notifies the supervisor daily of out-of-stock items, best sellers and guest requests.
- Participates in physical inventory procedures as necessary.
- Participates in training as necessary.
- Performs all other job related duties as assigned by their supervisor.

PHYSICAL REQUIREMENTS:

1. Must be physically mobile and have the ability to stand for long periods of time, walk, sit, bend/stoop, carry and lift up to thirty (30) pounds.
2. Must be able to lift and carry boxes and merchandise up to (50) pounds.
3. Must be able to tolerate varying levels of noise, dust and/or smoke.
4. Employee must pass a pre-employment background check, physical and drug screen.

This summary is intended to indicate the kinds of tasks that will be required of this position and shall not be construed as declaring what the specific duties and responsibilities of the position shall be. It is not intended to limit or modify the right of the supervisor to assign, direct and control the work of the employee, nor to exclude other duties not mentioned that are of a similar kind.