



**CHEWELAH CASINO  
JOB ANNOUNCEMENT**

POSITION: SPORTSBOOK AMBASSADOR

STATUS: FULL TIME

SUPERVISOR: SLOT MANAGER

WAGE: \$15.20 PER HOUR + tips

OPENING DATE: 1/10/2022

CLOSING DATE: 1/23/2022

**POSITION SUMMARY**

Our Sportsbook Ambassadors are experts in our innovative range of betting offers and they actively communicate these to our guests. Responsible in assisting customers with kiosk wagers.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*(These functions are intended as a general illustration of the work performed in this job classification and are not all inclusive for this position)*

- Must be willing to work with all regulatory agencies, i.e., Gaming Commission, State, and Federal.
- Must learn and ensure policies and procedures are being followed per the departments' Internal Controls.
- Must adhere to the Chewelah Casino Employee Handbook.
- Must adhere to our SMILE service standards and Core Values by providing excellent guest service at all times. Maintain a positive and productive attitude with guests as well as fellow team members.
- Explain to guests how sportsbook wagering works.
- Assist guests with sportsbook kiosk.
- Assist guests with various needs. ie Beverages, etc.
- Assist in maintaining floor security by notifying department supervisors, security and surveillance of suspicious activity.
- Facilitates the flow of information by attending regularly scheduled meetings.
- Held accountable, to a very high degree, for the accuracy and thoroughness of departmental records, reports and confidentiality.
- Must be proactive with identify problems and possible solutions. Follow up with Slot Manager.
- Responsible for staying up to date with current Casino promotions and events.

- Promote Casino promotions and events with all guests and prompt new guests to sign onto our players club.
- Responsible for keeping accurate and thorough departmental records and reports.
- Must be able to work shift work, holidays, weekends and special events.
- Other duties as assigned.

### **GENERAL CONDITIONS**

Must have ability to:

- Communicate effectively with all levels of team members, guests and outside contacts.
- Work effectively in a fast-paced environment.
- Move around all work areas effectively and efficiently.
- Able to work periodically under conditions of extreme urgency (creating higher levels of job stress).

### **JOB QUALIFICATIONS**

- High School diploma or (GED) preferred. Cash handling experience preferred.
- Excellent guest service skills.
- Will be required to obtain a Class 12 servers permit and keep it current.
- Effective communications skills.
- Must be extremely numbers oriented.
- Must have basic computer knowledge.
- Must be able to multi-task.
- Ability to work independently and use good judgment.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to walk and sit. The employee is regularly required to stand for long periods of time; climb or balance; stoop, kneel, crouch, or crawl. The employee is frequently required to lift 10 to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and color vision.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job the noise level in the work environment is usually moderate to loud.

### **REGULATORY AND COMPLIANCE RESPONSIBILITIES**

In addition to the other duties described herein, every employee has the following responsibilities related to compliance with laws and regulations:

- Obtain and maintain a License B with Spokane Tribal Gaming Commission.
- Attend required training sessions offered by the Casinos.
- Perform the duties described in compliance with local laws and regulations.
- Take the necessary steps to ensure minors are not allowed to gamble or loiter in gambling areas, drink alcoholic beverages, or purchase tobacco.

- Have knowledge of the ordinances, regulations, laws, policies, and procedures relating to the employee's department.
- Consult Internal Control Procedures and Policy Manuals for guidance.
- Report illegal activity to Security or the appropriate levels of Management

**ALL EMPLOYEES ARE REQUIRED TO SUBMIT TO A PRE-  
EMPLOYMENT DRUG TEST, AND AT RANDOM FOLLOWING  
EMPLOYMENT  
THE CHEWELAH CASINO RESERVES THE RIGHT TO HIRE ACCORDING  
TO ITS INDIAN PREFERENCE POLICY  
ALL POSITIONS ARE SUBJECT TO A 90 DAY ORIENTATION PERIOD  
APPLICATIONS ARE AVAILABLE AT THE CHEWELAH CASINO HUMAN  
RESOURCES DEPARTMENT AND GUEST SERVICES**

**FOR INFORMATION CONTACT: Cindy Hundley  
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