

EMPLOYMENT CLASSIFICATION: FULL-TIME
DEPARTMENT: LICENSING
FLSA CLASSIFICATION: NON-EXEMPT
REPORTS TO: DIRECTOR OF LICENSING

POSITION OVERVIEW

Provide clerical and administrative support to the Licensing Department. Assist with front desk training and activities.

ESSENTIAL JOB FUNCTIONS

The information provided below encompasses the functions and capabilities linked with this position.

Duties and Responsibilities

The individual in this position is expected to engage in the following work-related activities.

- Manage production and tracking of temporary and replacement badges, including maintaining related records and paperwork, providing standard reports and maintaining badge printing machines.
- Review and upload fingerprint results to applicant records daily. Make notations of results as directed by management. Delete completed results from live scan machines.
- Process title, name, or address changes and edit data, as needed.
- Respond to gaming license verification requests from other tribal gaming agencies.
- Fingerprint licensing applicants and employees as needed, and maintain related records and paperwork.
- Maintain licensee and other important and confidential department files.
- Assist with drug testing administrative activities, including issuing notifications to applicants and employees.
- Assist with front desk training, coverage and supply maintenance.
- Provide basic administrative support to Licensing Agents as necessary.
- Other duties as assigned.

Skill Profile

The individual in this position is expected to possess and exhibit the following knowledge, skills, and abilities.

- Demonstrate a commitment to and value for conducting oneself in accordance with highest standards of integrity and ethical behavior, particularly with regards to maintaining confidentiality and safeguarding sensitive information, in compliance with all applicable laws, rules and regulations.
- Excellent customer service skills, and ability to work in a professional manner in an environment with individuals from many different cultures and backgrounds.
- Manage multiple projects, properly organize and prioritize workload, and demonstrate flexibility and adaptability in a face-paced environment.
- Ability to comprehend and apply a common sense understanding to carryout detailed but simple written or oral instructions.
- Excellent problem solving skills related to standard situations with common, predictable variables.
- Demonstrate a high degree of accuracy and attention to detail, including cross-referencing information from multiple sources and accurately translating data.
- Ability to effectively communicate information and ideas, as well as compose clear, effective, and grammatically correct routine reports and business correspondence appropriate for the intended audience.
- Ability to carry out basic mathematical computations, including add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; compute rate, ratio, and percent; and draw and interpret bar graphs.
- Ability to work in a professional manner in an environment with individuals from many different cultures and backgrounds.
- Ability to work both independently with minimum direction and as part of a team.

- Working knowledge of MS Office, including document creation and editing in Word, messaging and calendaring in Outlook, performing routine tracking and basic computations in Excel and preparing simple presentations in PowerPoint.

Capability Requirements

The following capabilities are required to perform the essential functions of this position.

- Effectively communicate with others verbally and in writing, including by phone, e-mail, or in person.
- Understand, remember, communicate and apply routine oral and/or written instructions and factual information.
- Maintain sustained concentration on computer screens, and use keyboards and a variety of peripherals.
- Maintain sustained concentration and focus in a moderately noisy environment.
- Sit, stand and walk for extended periods of time, and stoop, kneel and bend repeatedly.
- Exert up to 15 pounds of force occasionally and/or up to 10 pounds of force frequently, to lift, carry, push, pull, or otherwise move objects.
- Perceive the nature of sounds at normal speaking levels, particularly but not exclusively voices, and make discriminations in sound.
- Sufficient vision to complete tasks requiring depth perception, color vision and ability to bring object into sharp focus both close and far away.
- Tolerate sustained exposure to moderate noise and tobacco smoke.

Minimum Qualifications

The following are required of an employee in this position.

- One year experience and/or training in a similar position, or equivalent combination of education and experience.
- High school diploma or general education degree (GED).
- Current PGC Class "A" Gaming License.
- Ability to periodically travel locally, regionally, and nationally to trainings and other events.
- Must be age 21 or older.
- Requires passing background check, credit check, and drug screening upon hire.

ACKNOWLEDGEMENT OF EXPECTATIONS

I have read and understand the essential functions of this position, including the necessary capabilities, and can perform these with or without reasonable accommodation. I understand that I can request a reasonable accommodation, should one be necessary for me to carry out the essential functions of this position. I also acknowledge that the functions and capabilities for this position may change in the future, with or without notice. Additionally, I consent to the exclusive jurisdiction of the Pechanga Band of Luiseno Indians and the rules of its Gaming Commission.

Employee Name

Employee Signature

Date