

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

POSITION OVERVIEW

Oversee and carryout all front desk activities. Provide scheduling, clerical and administrative support to the Licensing Department.

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.

- Explain online gaming license application process to applicants, verify email addresses, email online application, and collect and review submitted forms of identification. Upload relevant documents and make notations of actions in the licensing database.
- Schedule gaming license applicants with designated Licensing Agents.
- Follow and enforce security protocols, including sign-in procedures, elevator and door access, and constant surveillance of the area for suspicious activity.
- Answer, screen, and direct incoming calls, taking messages as needed.
- Greet and direct guests and employees, including providing information and paperwork as necessary, and maintaining an orderly and clean lobby.
- Coordinate and monitor drug testing, including schedule gaming license renewal appointments, instructing employees on required procedures, and collecting required paperwork.
- Process paperwork for employees returning from leaves of absence or suspension, issuing or collecting badges, as appropriate.
- Issue and track vendor badges, and maintain related paperwork and records.
- Assist with accurately maintaining a variety of spreadsheets, forms and lists.
- Inventory and order office and other supplies as needed.
- Provide copying, filing and scanning support.
- Assist Licensing Agents when needed with new hire, rehire and upgrades by taking photos and printing/issuing badges
- 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.
- Ability to effectively work in a high volume/stressful environment with multiple interruptions.
- 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 Indians and the rules of its Gaming Commission.

Employee Name

Employee Signature

Date