

Job Description

Title: Bingo Worker

Department: Earned Income-Big Top Bingo

Position Reports to: Bingo Shift Manager

Date Revised: October 2016

I. General Summary

The Bingo Worker is responsible for providing excellent customer service by selling customers bingo cards, packages, maintaining a clean and welcoming atmosphere, accurately accounting for all cash and bingo cards, calling and conducting bingo games for the public in a manner positively reflecting the Plains Art Museum, and adhering to all regulations, policies, procedures and compliance requirements.

II. Principle Duties and Responsibilities

- Provide excellent customer service.
 - Conducts sales of bingo cards to customers during sessions. Responsible for the accurate handling of these monies and accounting associated with these sales.
 - Monitors the bingo floor for purposes of calling back winning bingo cards, paying out winning players, and helps the customer in any way possible.
 - Maintain the cleanliness and neatness of the bingo floor and cashier station, as directed by predetermined standards.
 - Displays a responsive and professional manner in promptly responding to all requests, complaints, and problems.
 - Call and conduct bingo games according to laws, regulations, and company policy.
 - Safeguard and operate bingo machines, closed circuit cameras, p.a. system, and other equipment.
 - Maintain necessary caller records.
 - Must have the ability to speak, read, write, and articulate the English language.
 - Attendance is required for all scheduled shifts.
 - Perform other duties as assigned.
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III. Background

Supervision - The position does not include any supervisory responsibilities.

Confidentiality -This position requires high ethical standards, integrity, and discretion in dealing with staff and the financial information of Plains Art Museum.

Mental Application - The work performed in this position is primarily governed by established policies and procedures.

Responsibilities - The position requires reporting to duty at the designated worksite and time. Organizational skills and a commitment to excellent customer service are essential.

Contacts - Internal and External - Internal contacts primarily include other organizational employees. External contacts include vendors and the general public.

Magnitude and Scope - The position reports to the Shift Manager, Bingo Manager, and Gaming Manager and keeps them informed of all essential information to ensure the profitability of Big Top Bingo.

IV. Conditions of Employment

Working Conditions - The position is performed in a non-smoking environment.

Equipment Operations - Must be able to operate basic office equipment such as a telephone and a calculator.

V. Specifications

Education - High School graduate or equivalent experience (GED).

Experience - Customer service or sales experience preferred. Experience or ability to handle money accurately required.

Abilities - Must be able to communicate clearly with customers and other staff members and read and write at a level appropriate to complete required paperwork and comprehend regulations. Good basic math skills. Must have the ability to understand written and verbal instructions. Must have the ability to accurately calculate and handle transactions for cash customers. Must be able to work independently as well as part of a team. Must be able to perform multiple tasks concurrently.

VI. Essential Functions

Must be able to speak, read, write and articulate the English language and understand written and verbal instructions provided in English. Must be able to communicate clearly and listen attentively to customers, staff, vendors and other external sources. Must be able to stand and exert fast-paced mobility for periods up to four hours in length. Must be able to stoop, bend, balance, climb, crouch, kneel, sit, twist, and perform extensive or repetitive arm/wrist motions. Requires eye/hand coordination, reaching, grasping, and finger dexterity to handle money and bingo paper adeptly. Must be able to read and comprehend required information and accurately complete required paperwork. Must be able to lift and carry five pounds continuously and push/pull twenty-five pounds on a consistent basis. May be required to perform diverse physical tasks in order to meet position requirements.

(Clearly Print Name)

Employee Print Name _____

Employee Signature _____ **Date** _____