

Job Description

Title: Bar Bingo Worker

Department: Gaming/ Bingo

Position Reports to: Assistant Bingo Manager

Date Revised: September 2018

I. General Summary

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

II. Principle Duties and Responsibilities

- Provide excellent customer service on the bingo floor, as well as during any other customer interaction.

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 - Work with customers on learning how to play Bar Bingo.
 - Sells bingo paper, maintains accurate cash bank and paperwork. Follows all policies, regulations and compliance requirements.
 - Maintain the cleanliness and neatness of the cashier area.
 - Call and conduct bingo games according to laws, regulations, and company policy.
 - Safeguard properly operate bingo equipment, closed circuit cameras, p.a. system, and other equipment.
 - Maintain necessary records.
 - Must have the ability to speak, read, write, and understand 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, and the Gaming Manager and keeps them informed of all essential information to ensure the profitability.

IV. Conditions of Employment

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

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

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 ability to understand written and verbal instructions. Must have 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.

VI. Essential Functions

Must be able to speak, read, write and understand the English language and understand written and verbal instructions provided in English. Must be able to communicate clearly and listen attentively to customers, staff and other external sources. Must be able to stand and exert fast-paced mobility for periods up to four hours in length. 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 and push/pull twenty pounds on a consistent basis.

(Clearly Print Name)

Employee Print Name _____

Employee Signature _____ **Date** _____