

WILDHORSE RESORT & CASINO/HAMLEYS



The following positions are available to applicants **16 years and older**.

- Cineplex Cashier
- Cineplex Usher
- Golf Cart Attendant
- Bowling Cashier Attendants
- Bowling Lane Attendants
- Food Court Cashier Cooks
- Food Court Utility Stewards
- Hamley's Dishwasher
- Hamley's Hostess
- Hamley's Sales Associate

THE FOLLOWING POSITIONS ARE CURRENTLY OPEN

To apply go to <http://wildhorseresortcasino.appone.com>. If you have any questions, contact our Recruiters Alescia (541)966-1547 or Deb (541)966-1554. Applications must be submitted by **Midnight** on closing date to be considered.

An open log position is filled when needed, no closing date

POSITION	DEPT	SALARY	FT/PT	CLOSING DATE
CASHIER	ARROWHEAD	\$13.00-\$19.00	PT	OPEN UNTIL FILLED
STATION ATTENDANT	ARROWHEAD	\$13.00-\$18.00	FT	OPEN UNTIL FILLED
SUPPORT CASHIER	ARROWHEAD	\$14.00-\$20.00	FT	OPEN UNTIL FILLED
SERVER	BANQUET	\$13.00-\$16.00	FT	OPEN UNTIL FILLED
FLOOR WORKER	BINGO	\$13.00-\$16.00	PT	OPEN UNTIL FILLED
CULINARY	BIRCH CREEK	\$13.00-\$20.00	FT/PT	OPEN LOG
CUSTODIAL TECH	BIRCH CREEK	\$14.00-\$20.00	FT	OPEN UNTIL FILLED
PRO SHOP CASHIER	BIRCH CREEK	\$13.00-\$18.00	PT	OPEN UNTIL FILLED
CASHIER	BOWLING ARCADE	\$13.00-\$18.00	PT	OPEN UNTIL FILLED
LEAD MAINT TECH	BOWLING ARCADE	\$18.00-\$24.00	FT	OPEN UNTIL FILLED
SHIFT LEAD	BOWLING ARCADE	\$15.00-\$18.00	FT	OPEN UNTIL FILLED
BAR SHIFT LEAD	BOWLING BAR	\$14.00-\$20.00	PT	OPEN UNTIL FILLED
BOWLING BAR BACK	BOWLING BAR	\$13.00-\$16.00	PT	OPEN LOG
BOWLING BAR SERVER	BOWLING BAR	\$13.00-\$16.00	PT	OPEN UNTIL FILLED
CAGE CASHIER	CAGE	\$12.00-\$15.00	PT	OPEN UNTIL FILLED
LEAD VAULT CASHIER	CAGE	\$17.00-\$22.00	FT	OPEN UNTIL FILLED
SUPERVISOR	CAGE	\$40K-\$65K	FT	OPEN UNTIL FILLED
VAULT CASHIER	CAGE	\$15.00-\$20.00	FT	OPEN UNTIL FILLED
CEC ATTENDANT	CEC	\$13.00-\$16.00	FT	OPEN UNTIL FILLED
CUSTODIAL TECH	CUSTODIAL	\$14.00-\$20.00	FT/PT	OPEN UNTIL FILLED
BEVERAGE BAR BACK RUNNER	F & B	\$13.00-\$16.00	PT	OPEN UNTIL FILLED
CASHIER/GRILL COOK	FOOD COURT	\$13.00-\$18.00+TIPS	FT/PT	OPEN UNTIL FILLED
SALES ASSOCIATE	GIFT SHOP	\$12.00-\$16.00	FT	OPEN UNTIL FILLED
MANAGER	GOLF GRILL	\$45K-\$65K	FT	OPEN UNTIL FILLED
COUNT CLERK	HAMLEYS	\$13.00-\$20.00	PT	OPEN UNTIL FILLED
CULINARY	HAMLEYS	\$15.00-\$20.00	FT	OPEN UNTIL FILLED
BAR LEAD	HAMLEYS	\$14.00-\$18.00	PT	OPEN UNTIL FILLED
BARTENDER	HAMLEYS	\$13.00-\$16.00	PT	OPEN UNTIL FILLED
GENERAL MANAGER	HAMLEYS	\$80k-\$105k	FT	OPEN UNTIL FILLED
SERVER	HAMLEYS	\$13.00-\$16.00	FT	OPEN UNTIL FILLED
KITCHEN UTILITY	HAMLEYS	\$13.00-\$20.00	FT	OPEN UNTIL FILLED
LEATHER WORKER	HAMLEYS	\$14.00-\$20.00	FT	OPEN UNTIL FILLED
STORE MANAGER	HAMLEYS	\$50K-\$70K	FT	OPEN UNTIL FILLED
GSA/PBX OPERATOR	HOTEL	\$13.00-\$19.00	FT	OPEN UNTIL FILLED
ROOM ATTENDANT	HOTEL	\$13.00-\$19.00	FT	OPEN UNTIL FILLED
UTILITY PORTER	HOTEL	\$13.00-\$19.00	FT	OPEN UNTIL FILLED
BAR SECURITY	LOBBY BAR	\$13.00-\$20.00	PT	OPEN UNTIL FILLED

DATABASE SPECIALIST	MARKETING	\$45K-\$75K	FT/PT	OPEN LOG
GRAPHIC DESIGNER	MARKETING	\$20.00-\$28.00	FT	OPEN UNTIL FILLED
PLAYERS CLUB HOST	MARKETING	\$14.00-\$20.00	FT	OPEN UNTIL FILLED
PLAYERS CLUB LEAD	MARKETING	\$17.00-\$23.00	FT	OPEN UNTIL FILLED
PLAYERS CLUB MANAGER	MARKETING	\$70K-\$90K	FT	OPEN UNTIL FILLED
PROMOTIONS SPECIALIST	MARKETING	\$15.00-\$22.00	FT	OPEN UNTIL FILLED
DIRECTOR OF MIS	MIS	\$100K-\$150K	FT	OPEN UNTIL FILLED
SECURITY ADMINISTRATOR	MIS	\$60k-\$80k	FT	OPEN UNTIL FILLED
SERVICE DESK TECHNICIAN	MIS	\$21.00-\$27.00	FT	OPEN UNTIL FILLED
SYSTEMS ADMINISTRATOR	MIS	\$70K-\$75K	FT	OPEN UNTIL FILLED
MARKET CASHIER	MISSION MARKET	\$13.00-\$16.00	FT	OPEN UNTIL FILLED
CULINARY	PLATEAU	\$15.00-\$22.00	FT/PT	OPEN UNTIL FILLED
HOST	PLATEAU	\$13.00-\$18.00	PT	OPEN UNTIL FILLED
KITCHEN UTILITY	PLATEAU	\$13.00-\$18.00	FT	OPEN UNTIL FILLED
SERVER	PLATEAU	\$13.00-\$16.00	FT	OPEN LOG
SECURITY OFFICER	SECURITY	\$14.00-\$20.00	FT	OPEN UNTIL FILLED
SHUTTLE DRIVER	SECURITY	\$13.00-\$18.00	FT	OPEN UNTIL FILLED
TRANSPORTATION MANAGER	SECURITY	\$35K-\$50K	FT	OPEN LOG
BAR BACK RUNNER	SPORTSBAR	\$13.00-\$16.00	FT	OPEN UNTIL FILLED
BARTENDER	SPORTS BAR	\$13.00-\$16.00+TIPS	PT	OPEN UNTIL FILLED
DEALER	TABLE GAMES	\$12.00-\$16.00+TIPS	FT/PT	OPEN LOG
CASHIER	TRADITIONS	\$13.00-\$18.00+TIPS	FT/PT	OPEN UNTIL FILLED
CULINARY	TRADITIONS	\$13.00-\$22.00	FT/PT	OPEN UNTIL FILLED
KITCHEN UTILITY	TRADITIONS	\$13.00 -\$18.00	FT	OPEN UNTIL FILLED
LINE COOK	TRADITIONS	\$16.00-\$22.00	FT	OPEN UNTIL FILLED
SERVER	TRADITIONS	\$13.00 -\$16.00+TIPS	PT	OPEN UNTIL FILLED
BARISTA	WILD ROAST	\$13.00-\$16.00+TIPS	PT	OPEN UNTIL FILLED
1ST ASSISTANT GOLF PRO	WRC GOLF COURSE	\$45K-\$50K	PT	OPEN UNTIL FILLED
GOLF CUSTODIAL TECH.	WRC GOLF COURSE	\$13.00-\$19.00	FT	OPEN UNTIL FILLED
GOLF GROUNDSKEEPER	WRC GOLF COURSE	\$13.00-\$19.50	PT	OPEN UNTIL FILLED



POSITION:	Cart Attendant
DIVISION:	Golf Course
DEPARTMENT:	Golf Course
SUPERVISOR:	1st Assistant
STATUS	Non-Exempt
SALARY:	\$12.00-\$16.00 +TIPS

JOB SUMMARY

The Attendant/Ranger duties include greeting guests in parking lot, starting guests on first tee, helping guests unload golf bags, and all attendant/ranger duties. This is a seasonal position with leave benefits, working approximately eight (8) months per year.

ESSENTIAL JOB FUNCTIONS:

1. Provides excellent guest service at all times - promptly acknowledging and greeting guests, providing informative and knowledgeable assistance to ensure guest satisfaction.
2. Performs job functions as assigned, including golf course, golf carts or pro shop duties.
3. Responsible for daily, weekly and monthly golf cart maintenance schedules.
4. Serves pro shop guests with golf play information and assistance, purchases and payments.
5. Keeps supplies organized and stocked, including carts, rental equipment and restrooms.
6. Provides assistance and training for seasonal, part-time and summer youth employees.
7. Maintains all work and common areas in an attractive, neat and clean manner.
8. Promotes and follows workplace safety practices at all times, reporting broken items or hazardous areas immediately to the Golf Pro.
9. Must demonstrate safety rules and regulations.
10. Must be able to enforce golf course rules and regulations.
11. Ensures that the operation of equipment, tools and materials are handled in a safe manner.
12. Complies with regulatory laws, employee handbook, department policy and procedures, safety codes, etc.
13. Promotes internal guest service standards through courteous and respectful behavior.
14. Keeps the Golf Pro apprised of any unusual situations or concerns.
15. Performs assorted golf related duties as assigned.

PROMOTE WRC QUALITY SERVICE STANDARDS:

SAFETY: Ensuring a safe experience by protecting the welfare of all.

INTEGRITY: Expecting personal accountability at every level.

COURTESY: Creating an exceptional customer service experience for everyone.

TEAM: Functioning together to create a cooperative and positive experience.

SHOW: Providing flawless experience –a clean and cared for resort.

SUPERVISORY AUTHORITY:

1. None.

SIGNATORY ABILITY:

1. None.

ACCESS TO SENSITIVE AREAS:

1. Cashier register and controlled storage.

MINIMUM QUALIFICATIONS:

1. Familiarity with golf activities is required.
2. Must be courteous, personable and professional in relating with customers.
3. Cash handling skills.
4. Must demonstrate effective communication skills, both oral and written.
5. Flexible to work various shifts and weekends, and must be reliable and dependable.
6. Physically fit - able to stand and walk for long periods of time and able to perform repetitive motions with wrists, hands and fingers.
7. Exhibits a professional demeanor through appearance and by maintaining a positive attitude toward all employees and guests.
8. Requires a criminal history background check.
9. Must be at least 16 years of age.

PREFERRED QUALIFICATIONS:

1. High School Diploma or GED.



JOB TITLE: Cashier
DIVISION: Cineplex
DEPARTMENT: Cineplex
SUPERVISOR: Cineplex Supervisor
STATUS: Non Exempt
SALARY: \$13.00-\$18.00

JOB SUMMARY

Provides food and beverage service to Cineplex guests, including handling food product safely, processing payment, and maintaining the cleanliness of the concessions area. Will assist in other Cineplex areas as needed.

ESSENTIAL JOB FUNCTIONS:

1. Shall promote customer satisfaction and return visits through prompt, friendly and efficient service.
2. Greets each guests with a smile and a quick offering of service. Upsells specials.
3. Enters food orders into POS and accepts payment for order and accurately issues change due.
4. Handles all food stuff in a healthful manner consistent with food handling practices.
5. Responsible for accuracy of cash, including confirming a pre/post shift balance of cash with ticket or food sales.
6. Maintain concession area in a neat, clean organized manner, promptly cleaning up spills, replenishing condiments, product supplies & materials and maintaining clean work surface areas and equipment.
7. Assists with inventory needs as directed, including supply needs, order checklist, stocking of product received, rotating product under FIFO, etc.
8. Removes garbage bags, wipes down containers and replaces with clean liners.
9. Provides deep cleaning of concession area and equipment each shift or as directed.
10. Assists in other Cineplex areas as business dictates, including working in box office sales, or ushering.
11. Assist with overall cleanliness of the facility, helping replenish supplies and materials, picking up and discarding used product and garbage, wiping down public areas, carpet sweeping the floors, etc.
12. Promotes a safe, clean environment, preventing slip and fall hazards. Promptly reports hazards to supervisor.
13. Other related duties as assigned.

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COURTESY: Creating an exceptional customer service experience for everyone.

TEAM: Functioning together to create a cooperative and positive experience.

SHOW: Providing flawless experience –a clean and cared for resort.

SUPERVISORY AUTHORITY:

1. None

SIGNATORY ABILITY:

1. Cash bank
2. POS system

ACCESS TO SENSITIVE AREAS:

1. Storage areas

MINIMUM QUALIFICATIONS:

1. Six (6) months of customer service experience.
2. Cash handling experience.
3. High School Diploma/GED OR 10 years' experience OR current student 16-18 years of age.
4. Computer and POS experience helpful.
5. Must present a friendly demeanor and a neat and clean appearance.
6. Physically fit: able to reach overhead, bend, maneuver and lift items up to 20 lbs., able to stand for long periods of time, able to perform repetitive motion using arms, wrists, hands and fingers; and have good auditory acuity to hear verbal cues and respond appropriately.
7. Flexible schedule to work various days & shifts, including weekends and holidays.
8. Requires a Food Handler's Card within 30 days of hire.
9. Requires a criminal history background check.
10. Must be at least 16 years of age.



JOB TITLE:	Cashier/Attendant
DIVISION:	Bowling/Arcade
DEPARTMENT:	Bowling/Arcade
SUPERVISOR:	Bowling/Arcade Manager
STATUS:	Non Exempt
SALARY:	\$13.00-\$18.00

JOB SUMMARY

Work to provide guests with fast and friendly service while ensuring accuracy at the point of sale. Must demonstrate ability to multi-task, maintain a clean workstation, and provide helpful information to guests regarding products, promotions or events.

ESSENTIAL JOB FUNCTIONS:

1. Provide bowling guests with efficient, courteous customer service.
2. Handle all requests for redemption of merchandise.
3. Assist with any out of order machines; correct if possible.
4. Report any down machines on daily log.
5. Provide briefings and knowledge to new players.
6. Ensure area is safe and free of hazards.
7. Works in conjunction with the other departments on promotions, property needs along with any food and beverage accommodations requested.
8. Assists the Banquet team with events held in the adjoining event space when needed.
9. Perform routine maintenance and cleaning of guest areas as needed.
10. Maintain organization and cleanliness of counter area.
11. Follow safety procedures, related equipment operational procedures and use of chemicals.
12. Inspect Bowling facility, arcade and public areas for cleanliness and appearance on a daily basis.
13. Follows and ensures that Policies and Procedures of Wildhorse Resort & Casino are followed.
14. Ensures compliance with Tribal, State, and Federal regulations.
15. Ensures control/protection of company assets.
16. Must be willing to work nights, weekends and holidays as required.
17. Other related duties as operational needs require, or as directed.

PROMOTE WRC QUALITY SERVICE STANDARDS:

SAFETY: Ensuring a safe experience by protecting the welfare of all.

INTEGRITY: Expecting personal accountability at every level.

COURTESY: Creating an exceptional customer service experience for everyone.

TEAM: Functioning together to create a cooperative and positive experience.

SHOW: Providing flawless experience –a clean and cared for resort.

SUPERVISORY AUTHORITY:

1. As delegated

SIGNATORY ABILITY:

1. None

ACCESS TO SENSITIVE AREAS:

1. Digital, electrical, and computer equipment.

MINIMUM QUALIFICATIONS:

1. Six (6) months' experience in customer service/cash handling position.
2. Strong computer aptitude and skills: able to operate independently in POS software programs.
3. High School Diploma/GED OR 10 years' experience OR current student 16-18 years of age.
4. Effective communication skills, ability to express self verbally and in writing, and strong interpersonal skills.
5. Flexible schedule and able to work evenings, weekends and holidays.
6. Physically able to perform routine maintenance work: sitting at a work station, performing repetitive motions of arms, wrists, hands and fingers; maneuver throughout the facility monitoring operations, including walking up/down stairs, using a ladder up to 10 feet, and demonstrate proper safety practices with bending, lifting, and maneuvering equipment and materials.
7. Requires a criminal history background check.
8. Must be at least 16 years of age.



JOB TITLE: Cashier Grill Cook
DIVISION: Bowling/Arcade
DEPARTMENT: F & B
SUPERVISOR: Food Court Shift Lead
STATUS: Non-Exempt
SALARY: \$12.00-\$18.00 +TIPS

JOB SUMMARY

Responsible for filling all food orders in an efficient, healthful and attractive manner. This position will train in and perform both cashier and cook functions, including food orders, delivery, operating the POS register, prep food orders on grill, oven or fryer and deliver. Schedule will reflect cafe business needs.

ESSENTIAL JOB FUNCTIONS:

1. Ensures customer satisfaction through prompt, efficient and friendly service.
2. Efficiently takes food order, enters into POS system and handles payment methods appropriately.
3. When food order is ready, promptly delivers order to guest.
4. Dispenses beverage orders, including soft drinks, hot drinks and prepares smoothies to order.
5. Assists with food preparation, including pizza making, cutting and slicing condiments, and replenishing supplies as needed.
6. Prepares cooked foods to order, including grill cooking, fryer or oven use.
7. Ensures that food items are handled in a healthful and safe manner at all times, adhering to food handling standards and practices at all times.
8. Constantly maintains work and supply areas in a healthy, sanitary and safe manner.
9. Keep café seating areas clean and free from debris, promptly disposes used products left at tables and wipes down tables, chairs and condiment counters under established cleaning guidelines.
10. At the beginning and end of each shift, checks supply needs and replenishes accordingly.
11. Keeps supervisor apprised of operational concerns: menu items, recipes, safety practices, kitchen inventory and supply needs, etc.
12. Reports any health standards or safety needs immediately to supervisor.
13. Ensures that operation of equipment, tools and materials are handled in a safe manner at all times.
14. Adheres to company policies, regulatory laws, codes, and department procedures.
15. Promotes internal guest service standards with courteous and respectful behavior with co-workers.
16. Other related duties as assigned.

PROMOTE WRC QUALITY SERVICE STANDARDS:

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INTEGRITY: Expecting personal accountability at every level.

COURTESY: Creating an exceptional customer service experience for everyone.

TEAM: Functioning together to create a cooperative and positive experience.

SHOW: Providing flawless experience –a clean and cared for resort.

SUPERVISORY AUTHORITY:

1. None.

SIGNATORY ABILITY:

1. Imprest bank.

ACCESS TO SENSITIVE AREAS:

1. POS system, food storage area.

MINIMUM QUALIFICATIONS:

1. Food service or cash handling experience.
2. Must be able to demonstrate money handling skills: able to make change, reconcile bank and compute discounts.
3. Effective communication skills - good auditory acuity, able to respond to questions, provide information, and demonstrates interpersonal skills and abilities that promote positive guest service.
4. Physically fit: able to stand/walk for long periods of time; able to perform routine bending and lifting of product up to 20 lbs.; able to perform repetitive motions of arms, hands, wrists and fingers; occasionally lifts and maneuvers up to 50 lbs.; and works in a noisy and smoky environment.
5. Exhibits a professional demeanor through appearance and by maintaining a positive attitude toward all employees and guests.
6. Must possess or obtain a Food Handler's certificate within 30 days of employment.
7. Requires criminal history clearance check.
8. Must be at least 16 years old.



JOB TITLE: Hamley's Host
DIVISION: Hamley's
DEPARTMENT: Hamley's Steakhouse
SUPERVISOR: Steakhouse Manager
STATUS: Non-Exempt
SALARY: \$12.00-\$18.00

JOB SUMMARY

Officially greets and caters to the needs of restaurant customers, hosting, and assisting restaurant staff as needed to ensure guest satisfaction.

ESSENTIAL JOB FUNCTIONS:

1. Ensure exemplary customer satisfaction through prompt, efficient and quality service, graciously greeting guests entering restaurant.
2. Greets and promptly seats guests, initiates services for customer (beverage, menu, specific set-up, etc.).
3. Maintain knowledge of current menu and/or specials.
4. Take an active role in promoting guest service and advises Steakhouse Managers of guest service issues.
5. Assist with seating arrangements, including moving tables and chairs.
6. Take names for waiting list.
7. Helps maintain a smooth flow in dining room between guests and servers.
8. Assist as needed with table bussing, settings and side work.
9. Handle guest questions/concerns promptly and professionally, deferring disputes/conflict to supervisor.
10. Comply with regulatory laws, employee handbook, department policy and procedures, safety codes, etc.
11. Promotes a clean, safe and healthy environment for employees and guests. Promptly reports all concerns to supervisor.
12. Ensure that operation of equipment, tools and materials are handled in a safe manner.
13. Promote internal guest service standards through courteous and respectful behavior with co-workers.
14. Other related duties as assigned.

PROMOTE QUALITY SERVICE STANDARDS:

SAFETY: Ensuring a safe experience by protecting the welfare of all.

INTEGRITY: Expecting personal accountability at every level.

COURTESY: Creating an exceptional customer service experience for everyone.

TEAM: Functioning together to create a cooperative and positive experience.

SHOW: Providing flawless experience –a clean and cared for resort.

SUPERVISORY AUTHORITY:

1. None

SIGNATORY ABILITY:

1. None

ACCESS TO SENSITIVE AREAS:

1. None

MINIMUM QUALIFICATIONS:

1. Six (6) months experience in a position that required exceptional customer relations skills.
2. Must possess or obtain a Food Handler Certification and an OLCC permit within 30 days of employment.
3. Effective communication skills-verbally able to provide instruction, respond to questions, and have exceptional interpersonal skills and abilities.
4. Physically fit- able to stand and/or walk for long periods; able to perform repetitive motions with wrist, hands and fingers; able to lift and maneuver 50lbs.
5. Exhibits a professional demeanor through appearance and by maintaining a positive attitude toward all employees and guests.
6. Must be at least 16 years of age.

PREFERRED QUALIFICATIONS:

1. None.



JOB TITLE:	Lane Attendant
DIVISION:	Bowling/Arcade
DEPARTMENT:	Bowling/Arcade
SUPERVISOR:	Bowling/Arcade Manager
STATUS:	Non Exempt
SALARY:	\$13.00-\$18.00

JOB SUMMARY

Responsible for providing pleasant and efficient customer service to bowling center customers, and maintains the sanitation and cleanliness of the bowling center.

ESSENTIAL JOB FUNCTIONS:

1. Provide bowling guests with efficient, courteous customer service.
2. Maximize the utilization of lanes and equipment through efficient control of customer flow.
3. Assists with tournaments and special events/promotions.
4. Perform maintenance of Bowling Center equipment and assist customers as needed. Clean and maintain proper conditions of lanes and approach areas.
5. Works in conjunction with the other departments on promotions, property needs along with any food and beverage accommodations requested.
6. Assists the Banquet team with events held in the adjoining event space when needed.
7. Perform routine maintenance and cleaning of pinsetters and auto-scoring equipment.
8. Clean bowling lanes, gutters and ball return areas.
9. Retrieve, transport, and store parts and supplies.
10. Maintain organization and cleanliness of storage areas.
11. Maintain cleanliness of arcade area.
12. Keep arcade merchandiser games stocked with product.
13. Address any customer related issues in the arcade.
14. Assist techs as needed with repair duties.
15. Follow safety procedures, related equipment operational procedures and use of chemicals.
16. Inspect bowling facility and public areas for cleanliness and appearance on a daily basis.
17. Follows and ensures that Policies and Procedures of Wildhorse Resort & Casino are followed.
18. Ensures compliance with Tribal, State, and Federal regulations.
19. Ensures control/protection of company assets.
20. Must be willing to work nights, weekends and holidays as required.
21. Other related duties as operational needs require, or as directed.

PROMOTE WRC QUALITY SERVICE STANDARDS:

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INTEGRITY: Expecting personal accountability at every level.

COURTESY: Creating an exceptional customer service experience for everyone.

TEAM: Functioning together to create a cooperative and positive experience.

SHOW: Providing flawless experience –a clean and cared for resort.

SUPERVISORY AUTHORITY:

1. As delegated

SIGNATORY ABILITY:

1. None

ACCESS TO SENSITIVE AREAS:

1. None

MINIMUM QUALIFICATIONS:

1. Six (6) months' experience in customer service position.
2. Strong computer aptitude and skills: able to operate independently in multiple software programs.
3. High School Diploma/GED OR 10 years' experience OR current student 16-18 years of age.
4. Effective communication skills, ability to express self verbally and in writing, and strong interpersonal skills.
5. Flexible schedule and able to work evenings, weekends and holidays.
6. Physically able to perform routine maintenance work: sitting at a work station, performing repetitive motions of arms, wrists, hands and fingers; maneuver throughout the facility monitoring operations, including walking up/down stairs, using a ladder up to 10 feet, and demonstrate proper safety practices with bending, lifting, and maneuvering equipment and materials.
7. Requires a criminal history background check.
8. Must be at least 16 years of age.



JOB TITLE: Usher
DIVISION: Cineplex
DEPARTMENT: Cineplex
SUPERVISOR: Cineplex Manager
STATUS: Non Exempt
SALARY: \$13.00-\$17.00

JOB SUMMARY

Shall assist Cineplex guests with directions, ticket collection, seating, theatre maintenance, and related guest service needs.

ESSENTIAL JOB FUNCTIONS:

1. Shall promote customer satisfaction and return visits through prompt, friendly and efficient service.
2. Will graciously accept admission tickets from guests entering the Cineplex lobby and provide direction to proper theatre.
3. Assists guest as appropriate, opening doors, providing direction, answering inquiries, etc.
4. Handles door closing/opening before and after each movie.
5. Provides cleaning of theatre in between movies, quickly removing trash and carpet sweeping.
6. Removes garbage bags, wipes down containers and replaces with clean liners.
7. Maintains lobby area in a clean, organized manner, including emptying trash containers, wiping signage windows and displays, carpet sweeping, and dusting.
8. Assist concession staff as needed with inventory needs, replenishing supplies and condiments on service counter, cleaning up spills, etc.
9. Assists with maintaining restrooms, replenishing supplies as needed, wiping counters, emptying trash, sweeping floors, etc.
10. Promotes a safe, clean environment, preventing slip and fall hazards. Promptly reports hazards to supervisor.
11. Other related duties as assigned.

PROMOTE WRC QUALITY SERVICE STANDARDS:

SAFETY: Ensuring a safe experience by protecting the welfare of all.

INTEGRITY: Expecting personal accountability at every level.

COURTESY: Creating an exceptional customer service experience for everyone.

TEAM: Functioning together to create a cooperative and positive experience.

SHOW: Providing flawless experience –a clean and cared for resort.

SUPERVISORY AUTHORITY:

1. None

SIGNATORY ABILITY:

1. None

ACCESS TO SENSITIVE AREAS:

1. Storage areas

MINIMUM QUALIFICATIONS:

1. Good interpersonal skills to interact with people.
2. Must present a friendly demeanor and a neat and clean appearance.
3. High School Diploma/GED OR 10 years' experience OR current student 16-18 years of age.
4. Physically fit: able to bend, reach overhead, maneuver and lift items up to 30 lbs., able to stand for long periods of time, able to operate cleaning equipment, and able to perform repetitive motion using arms, wrists, hands and fingers.
5. Flexible schedule and able to work various days and shifts, including weekends and holidays.
6. Requires a criminal history background check.
7. Must be at least 16 years of age.



JOB TITLE:	Utility Steward
DIVISION:	Food Court
DEPARTMENT:	F & B
SUPERVISOR:	Food Court Shift Lead
STATUS:	Non Exempt
SALARY:	\$12.00-\$18.00

JOB SUMMARY

Primary responsibility is washing all restaurant dishes, glasses, utensils and equipment. Ensures a supply of clean dinnerware at all times. Also responsible for equipment maintenance and cleaning and ensures stainless and dishes are clean and grease free.

ESSENTIAL JOB FUNCTIONS:

1. Guest service ensures customer satisfaction through prompt, efficient and quality staff service.
2. Washes dishes, glassware, silverware and ash trays.
3. Restocks into racks and shelves, glassware, dishes, silverware and ash trays.
4. Washes bus tubs, silverware holders, and keeps sanitary all racks and cup holders.
5. Scrapes off all soil, rinses items, places in dishwasher, and washes some items by hand.
6. Daily maintenance of dishwasher equipment and reports any deficiencies to the supervisor.
7. Continuous maintenance of dishwasher and kitchen area as being clean and grease free.
8. During slow times, assists with utility maintenance cleaning as directed.
9. Helps bussers lift bus trays to dish area at peak times.
10. Takes clean dishes, silverware and all glassware to dining room as needed.
11. Promotes a clean, safe, healthy and friendly work environment for employees and guests.
Promptly reports all concerns to Supervisor
12. During overload or staff shortage time, may function in busser role.
13. Ensures compliance requirements are followed through regulatory laws, PP&P, department policies and procedures, codes, etc.
14. Participates and attends designated meetings, training, activities, etc., as directed.
15. Ensures operation of equipment, tools, materials, etc. are handled in a safe manner.
16. Promotes internal guest service standards by treating employees with courtesy and respect through a positive attitude.
17. Other duties as assigned.

PROMOTE WRC QUALITY SERVICE STANDARDS:

SAFETY: Ensuring a safe experience by protecting the welfare of all.

INTEGRITY: Expecting personal accountability at every level.

COURTESY: Creating an exceptional customer service experience for everyone.

TEAM: Functioning together to create a cooperative and positive experience.

SHOW: Providing flawless experience –a clean and cared for resort.

SUPERVISORY AUTHORITY:

1. None.

SIGNATORY ABILITY:

1. None.

ACCESS TO SENSITIVE AREAS:

1. None.

MINIMUM QUALIFICATIONS:

1. Customer service experience.
2. Able to work with water and chemicals.
3. Able to follow written and oral instructions.
4. Able to read and understand product labels.
5. Physically fit - able to stand and/or walk for long periods of time; able to perform repetitive motions with wrists, hands and fingers; and able to lift and maneuver 50 lbs.
6. Effective communication skills - verbally able to provide instruction, responds to questions, and has exceptional interpersonal skills and abilities.
7. Exhibits a professional demeanor through appearance and by maintaining a positive attitude toward all employees and guests.
8. Must be at least 16 years of age.

PREFERRED QUALIFICATIONS:

1. Six months' experience working as a dishwasher.
2. Licensed/certified as a food handler.