



## **Vacancy Announcement**

<b>Title:</b>	Special Events Team Member
<b>Reports To:</b>	Special Events Manager
<b>Location:</b>	Rain Rock Casino Event Spaces
<b>Salary:</b>	Varies by event. Specific rates will be communicated prior to the event.
<b>Classification:</b>	On-Call, Non-exempt
<b>Summary:</b>	Under direct supervision of the Special Events Manager the ideal candidate will be dedicated to providing exceptional customer service throughout the entire event process, ensuring the highest standards of customer satisfaction.

## **Application Deadline: *Open Until Filled***

Applications are available at all Tribal Offices or on the Internet at [www.rainrockcasino.com](http://www.rainrockcasino.com), just click on the tab for Rain Rock Casino. The Karuk Tribe's **(TERO) Preference and Drug & Alcohol Policy** apply. If selected applicants must successfully pass a drug screening test and be willing to submit to a criminal background check.

Job descriptions are available online at: [www.rainrockcasino.com](http://www.rainrockcasino.com) or by contacting the Human Resource Department, Telephone (530) 777-RAIN, Address: 777 Casino Way, Yreka, CA 96097, Email: [hr@rainrockcasino.com](mailto:hr@rainrockcasino.com)



## Position Description

<b>Title:</b>	Special Events Team Member
<b>Reports To:</b>	Special Events Manager
<b>Location:</b>	Rain Rock Casino Event Spaces
<b>Salary:</b>	Varies by event. Specific rates will be communicated prior to the event.
<b>Classification:</b>	On-Call, Non-exempt

### **Summary:**

Under direct supervision of the Special Events Manager the ideal candidate will be dedicated to providing exceptional customer service throughout the entire event process, ensuring the highest standards of customer satisfaction. This role involves maintaining a meticulous level of cleanliness and adherence to sanitary practices, addressing any concerns promptly and effectively, and representing the organization with a professional appearance and demeanor at all times. The successful individual will be committed to creating a welcoming and seamless experience for all guests, upholding the values of quality and professionalism. *This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

### **Responsibilities:**

1. Perform all responsibilities in compliance with company standards, policies, and procedures.
2. Uphold, support, and promote Rain Rock Casino Resort's "Winning Attitude" company-wide culture.
3. Duties may involve table service for banquets, ushering at entertainment events, event preparation, setup, and closure, including tasks such as setting up and packing away tables, chairs, stages, dance floors, tablecloths, and place settings.
4. Address guest inquiries and concerns promptly, referring unresolved issues to the appropriate management team.
5. Exhibit a positive, cooperative attitude and maintain a professional appearance and demeanor while performing duties.

6. Deliver prompt, efficient, and courteous service to guests in alignment with departmental standards.
7. Ensure high standards of cleanliness and adhere to sanitary practices consistently.
8. Keep all areas clean and free of potential hazards to ensure safety.
9. Maintain thorough knowledge of available menu items and service protocols.
10. Demonstrate politeness and prioritize tasks while accepting additional job-related duties as required.
11. Perform other duties as assigned.

### **Working Conditions & Environment:**

1. The noise level in the work environment is usually loud.
2. Must be able to work well with all Team Members.
3. Must be able to maintain focus in a high volume, fast paced environment.
4. Must be able to multi-task.
5. Must be willing to work in a smoke-filled environment.
6. Have ability to work all shifts, weekends, holidays & special events as needed.
7. Must have ability to work in a fast-paced atmosphere.
8. Must possess the ability to lift at least 50 pounds.
9. Must be able to stand for long periods of time.

### **Level of Authority & Restrictions:**

Non-supervisory position.

### **Minimum Requirements:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge and skills or abilities required.

1. Must be at least 21 years of age
2. Unless otherwise specified, event personnel must wear black slacks (not jeans or leggings), black shoes and a solid white button down long sleeve shirt. RRCRH will provide aprons when necessary.
3. Apply common sense understanding to carry out simple instructions.
4. Highly self-motivated and directed.

5. Must be able to communicate effectively with Guest, Team Members, and Management in both written and verbal form.
6. Using a hand truck or flatbed cart with or without assistance.
7. Ability to effectively prioritize and execute tasks in a high-pressure environment.
8. Extensive experience working in a team-oriented, collaborative environment.
9. Must have a Tribal Gaming License (or the ability to obtain and maintain a license) as a requirement for this position.
10. Must have employment eligibility in the U.S.
11. Must adhere to confidentiality policy.
12. Must successfully pass a drug screening test and criminal background check.
13. Native American preference will be observed in the hiring process.

**Veteran's Preference:**

It shall be the policy of the Karuk Tribe and Rain Rock Casino to provide preference in hiring to qualified applicants claiming Veteran's Preference who have been discharged from the United States Armed Forces with honorable and under honorable conditions.

**Acknowledgement:**

I hereby acknowledge that I have read and reviewed this Job Description with my Team Leader. I also acknowledge that I have full and complete understanding of this Job Description and agree to the above noted Duties, Responsibilities, Requirements and Conditions.

Team Member Name	Signature	Date
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Team Leader Name	Signature	Date
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**Council Approved:** *(date)*  
 Original to HR  
 Copy to Team Member  
 Copy to Team Leader