



2700 Orchard Hwy.
Manistee, MI 49660

JOB POSTING 25-1418

JOB TITLE	Customer Service Associate	Department	Organizational Development
SUPERVISOR	C-Store Supervisor	JOB GRADE	LR6H \$15.00
SUPERVISORY RESPONSIBILITIES	None		
STATUS	1 Full Time		
EXEMPTION	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	REVISION DATE	11/17/2023

Indian Preference is applicable in accordance with Ordinance #15-600-02

SUMMARY:

Perform purchase transactions, receiving and stocking store shelves. Complete general cleaning of store and grounds. Complete daily underground tank storage inspections.

Assist and do what you and your department can to create a fun, exciting entertainment experience for our guests and engaging, inclusive, supportive work environment for our team members.

MINIMUM NECESSARY QUALIFICATIONS:

Education:

- None

Experience:

- Class C certification for underground tank storage or must obtain within first week of employment
- Michigan TAM certification or must obtain within 60 days of employment
- Must obtain SERVSafe Certification within 90-days and maintain throughout employment
- Experience working with a Tribally run casino and/or resort preferred

Age Requirement:

- At least 18 years of age

SKILLS AND ABILITIES:

- Basic organizational, written, and verbal communication skills
- Basic professional telephone etiquette
- Basic money handling skills with the ability to count money and give change swiftly and accurately
- Guest service, interpersonal and teamwork skills necessary to maintain quality service delivery
- Basic problem solving skills
- Accurate and detail-oriented
- Maintain high confidentiality
- Independently manage multiple tasks in a professional manner
- Ability to work independently with minimal supervision
- Ability to work cooperatively with all departments
- Ability to manage extensive amounts of paperwork
- Ability to operate most office equipment (computer, fax, copier, etc.)

CONDITIONS OF EMPLOYMENT:

Conditions of employment with Little River Casino Resort include passing a pre-employment drug test excluding marijuana, passing Resorts background check to meet the employment eligibility requirements as they pertain to the position and successfully completing a 90-day introductory period.

Individual must not have been charged or released from employment or involved in anything which could be considered a liability to the Resort, e.g. harassment, theft, violence, or integrity issues.

Knowledge, Competences, and Talents:

- Accountable - Accept responsibility and account for actions
- Communication – Clearly, concisely, and professionally use verbal and written skills with guests, team members, management team and vendors
- Guest Orientation - Establishes and maintains long-term guest relationships, building trust and respect by consistently meeting and exceeding expectations in a professional and ethical manner
- Confidential - Will maintain and abide to the highest standards of confidentiality pertaining to team member, department, LRCR, and guest information
- Detail Oriented – Ability to pay attention to the minute details of a given project or task
- Diversity – Work effectively with people regardless of their age, gender, race, ethnicity, religion, or job type
- Emotional Intelligence - Able to keep your emotional intelligence skills present and accessible, including thought and emotion control, emotional barriers, a flexible mindset and be conscious of and in alignment with the organization's core values
- Empathetic – Appreciates and sensitive to the feelings of others
- Ethical - Demonstrates conduct conforming to the highest-level set of values and accepted standards
- Interpersonal skills - Able to work effectively with guests, team members, management team, and vendors
- Judgment - Makes well-reasoned and timely decisions based on careful, objective review and informed data
- Organized – Possesses the trait of being organized and follows a systematic method of performing a task
- PC skills - Demonstrates proficiency in PC hardware, software and applications as required
- Policies & Procedures - Demonstrates thorough, accurate, working knowledge and supportive attitude of all organizational policies, procedures, guidelines, and systems
- Problem Solving – Understands and identifies existing and potential departmental problems / issues by obtaining relevant input, information and data and objectively evaluates and develops recommendations, develops, and evaluates alternative course of action, selects correct course, and follows up
- Professional Attitude – Value, motivate and appreciate each individual you interact with in your office, your department(s), the Casino, the community and all of our guests
- Reliable – Is dependable and trustworthy
- Respectful and Honest / Acts with Integrity - Is truthful and credible in the workplace with team members, management team, guests, and vendors

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Performs all duties in accordance with Little River Casino Resort guest service standards.
- Completes daily and monthly underground tank storage inspections.
- Processes gas and store transactions using Point of Sale (POS) computer system.
- Handles money accurately and securely according to established procedures.
- Stocks shelves, coolers, and freezers daily.

- Performs general upkeep to designated area and maintains general appearance of C-store areas.
- Identifies and reports all irregular, unsafe, or hazardous conditions.
- Maintains general knowledge and provides information to guests regarding Little River Casino Resort events, promotions, programs, and services.
- Attends all trainings designated by department management.
- Must satisfactorily complete all training assigned by the Resort.
- Must adhere to the safety rules and regulations of the Little River Casino Resort and of the Organizational Development department.
- Must be aware of and adhere to the emergency and evacuation procedures.
- Must be aware of and adhere to the Resorts Health & Safety Program.
- Other duties as assigned.

PHYSICAL DEMANDS:

While performing the duties of this job, the team member may be required to frequently stand, walk, sit, bend, twist, talk, hear, and perform repetitive motions. There may be prolonged periods of sitting, keyboarding, and reading. Must be able to perform repetitive hand and wrist motions. The team member must occasionally be able to push, pull, grasp, lift and/or move up to 25 pounds. Any lifting and/or moving over 50 pounds needs to be done in a team lift. Specific vision abilities required by this job include reading, document, computer, distance, and color vision. Talking and hearing are essential to communicate with team members, vendors, and guests in individual, department, small and/or large group meetings. Communication in face-to-face discussions, telephone, emails, and other electronic ways required.

WORKING ENVIRONMENT:

A working environment is the setting, social features, and physical conditions in which a job is performed. The general working environment for the Resort is office, gaming floor, food outlet, hotel and convention/entertainment center including flashing lights, frequent loud noises, and a smoke-filled environment. Must be flexible with work schedule for any hours and/or shift, as assigned, according to business needs. Occasional overtime required. Occasionally must deal with angry or hostile individuals. Must be able to hear and speak with team members, vendors, and guests. High volume direct public contact.

DISCLAIMER OF EMPLOYMENT:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job description. It shall govern all positions as defined in the Team Member Handbook. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

All Little River Casino Resort Team Members are responsible to ensure they are in compliance with Little River Casino Resort Policies and Tribal Gaming Regulations.

ACKNOWLEDGMENT:

I have reviewed the content and description of the above listed position and have been provided a copy of the description. I certify that I am able to perform the essential functions of this position as outlined in this description, with or without reasonable accommodation.

Team Member Name Sign & Print

Date

POSTED: 04/08/2025

REMOVE: Until Filled