



Job Announcement

Opening Date:	July 10, 2024
Closing Date:	July 17, 2024
Position Title:	Hotel Front Desk Clerk
Department:	Hotel
Supervised By:	Hotel Front Desk Supervisor
Supervises:	None
Starting Salary:	\$16.00 - \$16.50, DOE
Grade:	3
FLSA Status:	Non-Exempt
Status	Permanent
Hours:	Part Time
Benefits:	Yes, see below

General Statement of Responsibilities:

The Hotel Front Desk Clerk is responsible for providing consistent, courteous service to all Casino and Hotel guests to achieve and maintain an optimal level of guest service and satisfaction. Responsible for performing normal front desk duties as required, including answering phones, taking reservations, checking in and out guests, and balancing cash drawer at end of shift. Maintain a working knowledge of the property, as well as casino promotions, catered / non catered events, entertainment, and special events on and near the property in order to advise guests. Respond to guests' requests, complaints, or inquiries courteously and promptly. Must maintain a professional, positive demeanor in stressful situations and remain polite to the guests at all times. Perform other duties as needed.

***Must be willing to work in a secondhand smoke environment.**

Specific Areas of Responsibilities:

- Perform normal front desk duties.
- Take reservations, check guests in and out.

- Maintain a positive and professional attitude at all times.
- Greet Hotel guests and Casino customers.
- Help ensure a clean and friendly environment for guests
- Other duties as assigned.

Minimum Qualifications:

- Must be age 21.
- Must have High School Diploma or equivalent.
- Written and oral communication skills in the primary language used in the workplace.
- Must be proficient in fundamental math skills including calculating percentages, fractions, etc.
- Must pass pre-employment drug screen.
- Must qualify for a Gaming License.
- Must be able and willing to work any schedule, holidays, and weekends.
- Previous Hotel/Motel experience preferred. Experience in the use of computer office software preferred.

Physical Qualifications:

Requires standing, walking, and sitting. Must be able to lift 15 pounds. Requires bending, reaching, standing, walking, sitting, finger dexterity, reading and writing figures, and some grasping and repetitive motions.

Preference Policy:

Preference will be given to qualified Susanville Indian Rancheria Tribal Members. Indian preference is granted in accordance with P.L. 93-638.

Diamond Mountain Casino & Hotel Benefits Package:

The Diamond Mountain Casino & Hotel Benefits Package includes health, dental, and vision. Employees earn Paid Time Off (PTO) and seven holidays are included in each employees PTO. Diamond Mountain Casino & Hotel also offers a matching 401K Retirement Plan, Education Assistance (provisions apply), Employee Assistance Program, Health Spending Accounts (HSA), gym membership discounts, discounts with two different shoe venders, and employee discounts in our restaurant, coffee shop, and gift shop.

How to Apply:

All applicants are required to submit a Diamond Mountain Casino & Hotel application. Applications can be picked up at 900 Skyline Drive, Susanville, CA or you may apply online at www.dmcah.com/job and an application will be emailed to you.

Only **complete** applications will be considered. To be considered for the position you must:

1. Submit a completed application
2. Attach a copy of your High School Diploma or equivalent if required
3. Attach a copy of your Tribal ID Card, if you are claiming Indian Preference

Completed applications can be dropped off in person at the casino security desk. They may also be emailed to ewadley@dmcah.com or faxed to 530-252-1110. All applications **must be received by 4:00 pm Pacific Time** on the closing date of the announcement.