



# WIN-RIVER RESORT & CASINO

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Bell Captain
<b>DEPARTMENT:</b>	Hotel
<b>REPORTS TO:</b>	Hotel Manager
<b>SALARY:</b>	Grade 2, Entry \$12.00/hourly
<b>CLASSIFICATION:</b>	Non-exempt
<b>SUPERVISES:</b>	None
<b>JOB SUMMARY:</b>	This team member assists with the loading and unloading of luggage, provides information about the Resort & Casino and surrounding areas, and coordinates transportation for guests as needed. This team member also provides valet services for guests as needed

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### ESSENTIAL DUTIES AND RESPONSIBILITIES

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The essential duties and responsibilities outlined here are representative of those that must be met by the team member to successfully perform the essential functions of this position, however, are not all inclusive:

1. Greets and assists guests, directs guests to appropriate areas of the Resort & Casino
2. Provides luggage service to guests during check-in and check-out
3. Checks and records the storage of guest luggage in the baggage storeroom on a daily basis within established guidelines
4. Provides guests with information about the amenities of the Resort & Casino
5. Assists guests by calling for cabs or other transportation services
6. Furnishes information, makes reservations, and obtains tickets for guests to social and recreational events or for travel as needed
7. Maintains information regarding places of interests in the local region for tourism and advocates the amenities of the Resort & Casino
8. Reports suspicious behavior of guests to Security Department team members
9. May pick up and bundle guest laundry for outside cleaning service as requested
10. Helps to arrange mail service and other duties requested by guests
11. Ensures the proper distribution of daily newspapers as required
12. Ensures messages are passed on to guests accurately
13. Guides guests into valet parking by greeting them at the entry point for valet parking
14. Serves as a representative of the Resort & Casino by being the first point of guest contact

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15. Opens doors of arriving guests and greets them by welcoming them to the Resort & Casino, and assists guests with directions as they depart if needed
16. Coordinates valet services with Transportation Department team members
17. Ensures that all driveways are kept clear, that vehicles are not parked or left standing in illegal spaces
18. Parks or retrieves guests' vehicles in a timely manner ensuring the utmost in vehicle safety as needed
19. Maintains complete knowledge of and complies with all departmental policies, procedures, and standards
20. Performs general maintenance to valet receiving and parking areas as needed
21. Writes a legible claim check for the guest, notes any prior damage to the vehicle on the ticket as needed
22. Ensures the security of vehicle and its keys as needed
23. Documents location of vehicles parked in parking facility as needed
24. Identifies and reports any irregular, unsafe, or hazardous conditions
25. Maintains accurate vehicle logs as needed
26. Drives other Resort & Casino vehicles as needed and licensed
27. Performs all duties in a manner that continually supports the vision, mission, values, and principles of the Resort & Casino
28. Performs all duties in a manner that adheres to the guest service standards established by the Resort & Casino's guest services program
29. Other duties as assigned by the Hotel Manager

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### **EDUCATION REQUIREMENTS**

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The education requirements outlined here are representative of the minimum that must be met by the team member to successfully perform the essential functions of this position; however, higher levels of education than required will be reflected during the recruitment process:

- A High School diploma, or the equivalent thereof, is preferred

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### **EXPERIENCE AND KNOWLEDGE REQUIREMENTS**

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The experience and knowledge requirements outlined here are representative of the minimum that must be met by the team member to successfully perform the essential functions of this position; however, higher levels of experience and knowledge than required may be reflected during the recruitment process:

- A strong combination of written and verbal communication skills to write, read, and comprehend written correspondence is required
- The ability to effectively communicate with guests and team members in a positive manner is required
- A valid California Driver's License and have current insurance is required
- An excellent driving record is required
- Experience and demonstrated ability in operating a variety of motor vehicles, including both automatic and manual transmissions is required
- Basic knowledge of how different vehicles operate is required

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- The ability to drive and park vehicles in all weather conditions year around is required
- Working knowledge of Microsoft Office applications and online point of sales systems is preferred
- A minimum of one (1) year of related experience and/or training is preferred
- Food Handler card is required

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### **PHYSICAL REQUIREMENTS**

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The physical requirements outlined here are representative of those that must be met by the team member to successfully perform the essential functions of this job:

- Continuously stands and walks
- Frequently drives, bends/stoops, climbs, reaches above/below shoulder level, and kneels
- Occasionally sits, squats, and crawls
- Frequently lifts/carries up to fifty (50) pounds is required
- Occasionally lifts/carries up to seventy five (75) pounds is required
- Frequently pushes/pulls up to fifty (50) pounds is required
- Occasionally pushes/pulls over one hundred (100) pounds is required

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### **WORKING CONDITIONS**

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The working conditions outlined here are representative of those that the team member will or may be exposed to while performing the functions of this job:

- While performing the duties of this job, the team member is frequently exposed to second-hand tobacco smoke
- While performing the duties of this job, the team member is usually subject to inside environmental conditions
- While performing the duties of this job, the team member may occasionally be subject to outside environmental conditions and to wet and/or humid conditions

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### **OTHER INFORMATION**

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- Native American Preference Policy applies
- This individual must be able to meet the suitability requirements of the Redding Rancheria's Gaming Agency to obtain a gaming license
- Win-River Resort & Casino is a drug-free workplace; applicants must be able to pass a pre-employment or pre-promotional drug screening
- This job description does not list all the duties of the job. You may be instructed by management to perform other tasks or functions
- This job description is not a contract for employment. Employment with Win-River Resort & Casino is considered "at-will"
- Must be able to comply with the Win-River Resort & Casino Common Language Rule
- Reasonable accommodations may or may not be made dependent upon the nature of the work required by the position
- Win-River Resort & Casino reserves the right to add, delete or modify without notice

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