

**Job Title:** PBX Operator  
**FLSA:** Non-exempt  
**Reports to:** Front Desk Manager

**Department:** Front Desk  
**Status:** Full-Time (Seasonal)  
**Pay Grade:** 3

**SUMMARY:**

This position will represent the KwaTaqNuk Resort & Casino as a first point of contact on all incoming phone calls. The PBX Operator will identify the needs of the caller and direct them to the appropriate department.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

- Answers all incoming calls in a timely manner.
- Is familiar with all departments and the services they provide
- Uses proper telephone etiquette
- Promotes goodwill by being courteous, friendly and helpful to guests, managers, and coworkers
- Maintain a teamwork effort
- Reports any unusual occurrences or requests to the Front Office Manager or General Manager
- Always wears appropriate uniform as prescribed by company policy and maintain personal cleanliness
- Periodic cleaning projects
- Other duties as assigned

**SUPERVISION EXERCISED:**

- None

**EDUCATION and/or EXPERIENCE:**

- High School Diploma or equivalent.
- Phone experience
- Customer service
- At least six (6) months of computer experience.

**SPECIAL QUALIFICATIONS:**

- Problem solving and decision making
- Skill in observing situations and decision making
- Customer Service position that deals with guests, other public entities and all employees of S & K Gaming LLC
- Understands that business demand sometimes makes it necessary to schedule employees from their accustomed shift to other shifts
- Knows all safety and emergency procedures and is aware of accident prevention policies
- This individual will be required to successfully pass a pre-employment drug test and as a condition of employment will be subject to random drug testing

**PHYSICAL DEMANDS & WORK ENVIRONMENT:**

- This position requires minimal physical activity
- Able to sit for extensive periods
- Bending, stretching, and kneeling for long periods of time

- Ability to work flexible hours/shifts including evenings, weekends and holidays required

**CERTIFICATES/LICENSES & REGULATIONS:**

- None

I certify that I have read this job description and understand each one of the requirements for this position, including but not limited to the physical requirements.

By signing this document, I certify that I meet all the physical requirements for this job without limitation.

\_\_\_\_\_  
Employee Print & Sign

\_\_\_\_\_  
Date

\_\_\_\_\_  
HR Representative

\_\_\_\_\_  
Date