



<b>Job title</b>	<b><i>Ambassadors-Cleaning, #80018</i></b>
<b>Reports to</b>	<b><i>Supervisor-Security Supervisor</i></b>

### **Job Purpose**

This position is responsible for maintaining Acoma Business Enterprises' (ABE), 102 property areas. Work tasks include protectively greeting guests upon entering/exiting, delivering customer service and sanitation which includes working with housekeeping equipment and cleaning chemicals. The Ambassador-Cleaning is expected to serve as a public relations ambassador for all Acoma Business Enterprises and must be courteous and helpful to customers at all times. Other related duties may be directed by management.

### **Duties and Responsibilities**

- Greet and thank guests upon arrival/departure.
- Inform guests of ABE protocols regarding COVID-19.
- Answer questions regarding ABE property amenities and locations.
- Assist in directing guests to applicable property locations.
- Assist in monitoring and maintaining cleaning standards of casino slot area and bingo hall.
- Clean and sanitize slot machines and chairs and surrounding areas for the next guest.
- Clean and sanitize designated areas in hotel lobby and guest room corridors.
- Ensure the casino/bingo floor areas are safe and organized.
- Perform a variety of cleaning activities such as sweeping, wiping, dusting and polishing.
- Re-stocks supplies, chemical supplies in bottles, and maintains washroom supplies as needed.
- Adheres to company safety and prevention policies.
- Assist Environmental Service Attendants as requested by management.
- Inspects facilities and reports all incidents, accidents and conditions to management.
- Responsible for the quality, consistency and presentation of all products and services delivered.
- Must be presentable when reporting to work, wearing appropriate business attire. Good personal hygiene required.

### **Minimum Qualifications**

#### **Education/Experience:**

- High School Diploma or Equivalent Required.
- Minimum six months customer service experience preferred.
- Must be age 21 years of age or older per Gaming Regulations.

#### **Skills, Abilities, Knowledge and Other Qualifications:**

- Skill in customer service and ability to remain calm and cheerful in stressful situations.
- Skill in maintaining a friendly demeanor at all times and performs job requirements with a Smile, Eye Contact & Greeting.
- Skill in exhibiting good to excellent interpersonal skills and be able to communicate complex or unwelcome information courteously and helpfully to guests, co-workers, and management.

- Skill to effectively multitask and have strong written/oral communication.
- Knowledge of ABE COVID-19 safety procedures.
- Knowledge of Personal Protective Equipment (PPE).
- Ability to communicate effectively in the English language, both verbally and in writing.
- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimal, and work with mathematical such as probability and statistical inference.
- Ability to operate a two way radio device/communications.
- Ability to operate hand tools and cleaning machinery.
- Ability to work with chemicals such as cleaning solutions/substance and other hazardous materials.
- Ability to work with PPE gear.
- Ability to work effectively with other department team members.

### **Working conditions**

Working conditions require exposure to cleaning machinery and chemical substances. Other conditions may include outside exposure to all weather conditions pending assignments. Working conditions can include working in a climate controlled environment with exposure to moderate to heavy smoke and moderate to loud noise. The position requires working days/evenings including weekends, holidays and special event shifts. Work Schedule may vary (7/24/365).

### **Physical requirements**

Physical requirements include standing, walking for long periods of time, sit, reach, bend, stoop, crouch, crawl or kneel movement through all properties. Must have the ability to constantly reach with hands and arms. Must be able to lift up to 50 pounds and perform repetitive tasks requiring manual dexterity, speed and concentration. Requires the visual acuity and manual dexterity to read and write reports.

### **Direct reports**

No Direct Reports

### **Other**

Background Investigation: This position is subject to a background check through Acoma Business Enterprises. Selected individuals must successfully complete and pass all requirements to qualify for position.

Selected applicant must successfully pass a pre-employment drug screening prior to beginning employment and is subject to random drug testing during employment.

Selected applicant may be required to obtain a COVID-19 test prior to beginning employment and may be subject to further testing.

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**Acoma Business Enterprises** is committed to achieving full equal opportunity without discrimination based on race, religion, color, sex, national origin, politics, marital status, physical disability, age or sexual orientation.

*Acoma Business Enterprises (ABE) has implemented an Indian Preference Policy. It is the policy of Acoma Business Enterprises to give preference to any qualified person who is an enrolled Acoma Indian Tribal Member or non-Acoma tribal member of a federally-recognized Indian Tribe, pursuant to the Acoma Gaming Commission, Regulation 26 of the Acoma Gaming Regulations, Section 26.020. The application of Indian Preference is not automatic, an applicant must request*

*for consideration for tribal preference. Applicants must provide tribal affiliation and registered census number. ABE is dedicated to policy of non-discrimination in employment on any basis including age, sex, color, race, creed, national origin, religion, marital status, sexual orientations, political belief or disability.*