



**DEPARTMENT OF CHAHTA IMMI  
CHAHTA IMMI CULTURE CENTER**

TELEPHONE: (601) 650-1687 / (601) 650-7337  
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MISSISSIPPI BAND OF CHOCTAW INDIANS  
P. O. BOX 6010  
CHOCTAW, MS 39350

**JOB ANNOUNCEMENT #477104**

**Position Title:** Guest Relations Associate  
**Opening Date:** JUNE 14, 2023 JUN 14 2023  
**Closing Date:** JUNE 28, 2023 OR UNTIL FILLED  
**Salary:** GRADE 9

**Supervisor:** Chahta Immi Cultural Center Coordinator  
**Location:** Choctaw Shopping Center

**SCOPE OF SERVICE:**

Chahta Immi Cultural Center is seeking an enthusiastic and professional Guest Relations Associate to welcome all guests and assist in their needs pertaining to their visit to the Cultural Center. Maintaining a neat and appealing appearance of the Gift Shop, handling retail purchases, stocking store merchandise and other duties as assigned. Must have a thorough knowledge of Choctaw History and Culture, MBCI personnel Policies and procedures. follow instructions and pre-established, commonly known guidelines provided to perform the functions of the position.

**Duties include:**

- Provide personable and friendly interaction with customers.
- Exhibit effective communication skills in the Choctaw and English language.
- Maintain/update MBCI Payroll Deduction bi-weekly through proper channels.
- Demonstrate flexibility and willingness to accommodate a variable work schedule.
- Proficiently use the cash register and computer.
- Perform Retail duties including preparation of correspondence, reports, answering telephone calls in a professional, courteous manner.
- Assist customers/staff/volunteers/visitors as related to retail items.
- Replenish store merchandise as needed.
- Maintain inventory of retail.
- Resolve problems with other employees and customers in a professional manner.
- Cheerfully share knowledge of Choctaw cultural, history, practices,
- Perform other related duties as assigned.

- Must follow instructions and pre-established, commonly known guidelines provided to perform the functions of the position.

### **Requirements:**

- Ability to work under pressure, handle stress and deliver professional results.
- Long hours and weekends may be required.
- Must be able work with difficult customers/guests in a professional manner.
- Previous experience in tourism is desired but not required.
- Must be personable and friendly.
- Must be able to proficiently operate a cash register, Credit Card terminal.
- Must be willing to work a variable work schedule.
- Ability to problem solve with employees and guests in a professional manner.
- Must have adequate knowledge of Choctaw culture, history, practices, and lifestyle of today. Must be able to communicate information on cultural subject matter.
- Possess knowledge of MBCI Policies and Procedures.
- Maintain confidentiality of information as per Tribal policies.

**NOTE: The Administrative Personnel Policy & Procedures of the Mississippi Band of Choctaw Indians, Native American Preference, Section II (A), have been revised and approved, as follows:**

Further bolstering this Native American preference to promote employment of MBCI members, it is the policy of MBCI to employ persons(s) who are not members of MBCI only when to qualified member of MBCI, who has applied for the position, can be trained up upgraded to fill a given job vacancy within a reasonable period of time at a reasonable cost, and then only when a Waiver of Native American Preference has been secured from the Committee on Human Resources, Training and Development on a case-by-case basis.

The authority to waive Native American Preference laws can only be exercised by the Committee on Human Resources, Training and Development. The Committee will exercise its discretion to do so only when a motion is made by a committee member to support such waiver and the committee determines by reviewing the facts and appropriate written documentation that a waiver is justified. A waiver to allow the employment of a person who is not a member of MBCI, or to employ a person who is Native American outside the order of preference set forth in this Policy, can be made by the Committee only for as long as the person who is granted the waiver remains in the position for which the waiver was granted. That waiver does not apply to other openings which the person who is granted the waiver may request a promotion or transfer for or apply for. The Committee only has the right to approve or disapprove a waiver that has been requested by Executive Branch supervisors, and has no right to direct, demand, or coerce any executive Branch supervisor or personnel that any specific applicant other than the one for which waiver is sought, be employed. Supervisors who do not follow the Native American Preference Policy are subject to disciplinary action up to termination.

**IF INTERESTED, SEND APPLICATION TO:**

Mississippi Band of Choctaw Indians  
Human Resources  
P.O. Box 6033, Choctaw Branch  
Choctaw, MS 39350