

## Benefits and FAQ

### Benefits & Compensation

San Manuel offers a superior total rewards package designed to create value for you. We believe to hire the best and brightest professionals you deserve a world-class rewards package. From competitive salary and traditional benefits plans, we also support you with flexibility options and career development opportunities. As an outstanding performer you will be rewarded and recognized for your performance to motivate you to make a difference by contributing to the organization success, to encourage you to stay with the company and to help you achieve your full career potential. Our performance-oriented culture is reflected in the superior total rewards package available to all employees. At San Manuel, annual pay increases are tied to performance contributions. Individuals focused on achieving superior results can receive a total compensation package aligned with their outstanding contributions.

In addition to an exciting career and supportive environment, The San Manuel Band of Mission Indians offers a comprehensive benefit package to our full-time as well as part-time employees.

- Medical Insurance plans, HMO and PPO options available
- Dental Insurance, HMO and PPO options available
- Chiropractic/Acupuncture
- Vision Plan
- Life and Accidental Death Insurance
- Short-Term and Long-Term Disability Insurance
- Career Advancement
- Employee Assistance Plan
- Educational Assistance Plan
- 401 (k) Retirement Savings Plan
- Paid Time Off including Holidays
- Company Picnic

### Frequently Asked Questions

Thank you for your interest in a career opportunity with San Manuel Band of Mission Indians and the San Manuel Indian Bingo and Casino. Here are some questions we are often asked regarding full-time employment.

**Q: How do I apply for a position with San Manuel Indian Bingo and Casino and San Manuel Band of Mission Indians?**

A: To apply for a position, click on the browse key career opportunities link included in this webpage. You will be directed to "Browse Open Jobs". Review the current listing of job openings and apply for the position(s) that best fit your qualifications by selecting the "apply on-line" link located in the bottom of the job description posting.

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**Q: Do I need to submit a resume?**

A: We encourage applicants to submit a resume when applying for a full-time position, this helps determine if you qualify for the position. You can copy and paste your resume in the text box located within the application. Resumes that are mailed or emailed will not be considered.

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**Q: How old do I have to be to apply?**

A: Ages will vary according to property and position. Most positions within the San Manuel Indian Bingo and Casino require individuals be a minimum of 21 years of age, however we do have positions that we hire for with a minimum age of 18 years of age. To view the age requirement for any position, refer to the qualifications section located within the job description.

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**Q: What type of full-time job opportunities do you offer?**

A: We have a variety of full-time positions available which include hourly, salaried positions. Our positions range from entry level to managerial levels. Please click here to view a list of all currently available opportunities and view the variety of careers we employ.

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**Q: What type of part-time job opportunities do you offer?**

A: We have a limited variety of part-time positions available. Part time positions are indicated in the job title as well as the job description posted on the employment website. Please click here to view a list of all currently available opportunities and view the variety of careers we employ.

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**Q: What are the typical working hours of a part-time position?**

A: The working hours of each position will vary. Working hours for most part-time positions may include working weekends, evenings and holidays. To learn about specific working hours for a position, please refer to the working conditions section located within the job description.

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**Q: How do I know if my application was submitted correctly?**

A: Upon submitting your application you should receive a confirmation email that will indicate we have received your application. To check the status of your application, you can log on at any time using the email address and password you set up when you created an account.

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**Q: What happens to my resume and application once I have applied?**

A: After you successfully apply to an open position, your resume and application will be received, and you should receive a confirmation email that will indicate we have received your application. Within minutes your application will be in the Hiring Manager's inbox for review and consideration. You will be notified by email regarding the outcome of your application. If considered for an interview, you will be contacted by email or phone call by the hiring manager. We recommend including an email address in your application so we can follow-up quickly. If you do not hear back within two weeks, please call 909-863-2270 ext. 4400 or email us at [employment@sanmanuel.com](mailto:employment@sanmanuel.com) for an update.

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**Q: I applied for a job and have not heard anything back. What should I do?**

A: Remember to check your email frequently regarding your application. Please allow 2 - 3 weeks for your application to be reviewed. You do have the ability to review the status of your application by logging into your account. We recommend logging back on to check the status of your application using the email address and password you created when you set up an account. If your application status remains "not reviewed" for longer than 2 - 3 weeks, you may contact a human resources representative to check the status of your application. Please call 909-863-2270 ext. 4400 or email us [employment@sanmanuel.com](mailto:employment@sanmanuel.com) and a Staffing Representative will be able to assist you.

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**Q: I can't find the position I am looking for, what should I do?**

A: All of our open jobs are listed on the website. If the position you are looking for is not listed, it is not available at the time. You can sort the job listings page by clicking on the heading that says "post date",

"requisition number", "title". You can search open jobs by selecting the link on the left side of the employment page and entering your search criteria. The website is updated daily as job opportunities become available. We encourage you to check back often for new openings.

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**Q: What is a Class "A" Gaming License and how do I obtain one?**

A: The majority of positions within the San Manuel Indian Bingo and Casino require a Class "A" or "B" Gaming license issued by the San Manuel Gaming Commission. Applicants considered for hire will be required to undergo and successfully pass an extensive background investigation to include but not limited to criminal, credit, DMV, INS, Child Support, Civil and/or criminal court actions, liens, IRS and Franchise Tax Board, to obtain the Class "A" or "B" Gaming license. Applicants considered for hire will be contacted by the Human Resources Department to schedule the gaming appointment to begin the background investigation process for obtaining a gaming license. The cost of the license is \$60.00 and is non-refundable. Employees are required to renew this gaming license every two years. The fee to renew the gaming license is \$45.00

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**Q: What is a food handler card and how do I obtain one?**

A: San Bernardino County code requires food workers to possess a valid, unexpired Certified Food Workers card. There are two ways to get your card. (1) You may take the course on this website [www.sbcounty.gov/dehs](http://www.sbcounty.gov/dehs). Print and fill out the worksheet and study it, then go to a testing site to take the test. (2) You may watch the course on DVD, print and fill out the worksheet and study it, then go to a testing site to take the test. The card is valid for three years. Click here to get more information on obtaining a food handlers card, testing locations, dates and times.

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**Q: What benefits do you offer?**

A: San Manuel Band of Mission Indians and the San Manuel Indian Bingo and Casino offer a comprehensive benefits package to its full-time and part-time employees. To view a listing of the benefits offered click here.

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**Q: What are your employment office hours?**

A: The San Manuel Human Resources Department is open from 7AM-5PM, Monday through Friday, with the exception of holidays and is located at 27995 Highland Avenue, Suite 100, Highland, CA 92346.

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**Q: How should I dress for the interview?**

A: Image is a core value of the culture of San Manuel Indian Bingo and Casino and the San Manuel Band of Mission Indians. We recognize professionalism as key in providing excellent services to our guests. During the interview process a prospective employee should instill a sense of professionalism in their own image that reflects their work ethic. Use your best judgment and remember, Dress to Impress!

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