



TITLE: PLAYER'S CLUB SERVICES REPRESENTATIVE (2 FULL-TIME)

DEPARTMENT: PLAYER'S CLUB SERVICES

SUPERVISOR: PLAYER'S CLUB SERVICES MANAGER

WAGE: \$8.40 per hour

SHIFT: Various, includes weekends

GAMING CLASS: Compact/Gaming License Required

POSTED DATE: WEDNESDAY, FEBRUARY 1ST 2012

CLOSING DATE: WEDNESDAY, FEBRUARY 8TH 2012 – 4PM

JOB SUMMARY:

The Player's Club Services Representative is directly responsible for all phases of quality guest service at the Casino front desk to meet the needs of our guests and employees. Players Club Services greets casino guests, answers phones, provides an enjoyable gaming/recreation experience for our customers, assists them with their needs and questions, and provides Wild Edge Program detail. They provide accurate data entry of applications, players club redemptions, coupons, etc. Assist Player Development/Marketing with casino promotions, make announcements, and sell event tickets; ensuring a comfortable, clean environment for our guests.

QUALIFICATIONS:

The Player's Club Services Representative shall possess and demonstrates the following knowledge, skills, and abilities:

- Customer service orientated
- Friendly and outgoing personality
- Strong verbal communication skills
- Nice/clean appearance
- Good math skills
- Basic computer knowledge
- Works well under stress
- Maintains confidence

TO APPLY:

Applicants must submit a completed application to Human Resources. A complete job description will be provided to those who are selected for interview and/or testing.

Native American Preference will apply when candidates are equally qualified.

