



## **JOB DESCRIPTION**

**Native American Preference will apply in accordance with Tribal policies**

<b>JOB TITLE:</b> Players Club Rep	<b>REVISION DATE:</b> October 2015
<b>SUPERVISOR:</b> Player's Club Supervisor	<b>DEPARTMENT:</b> Marketing
<b>SUPERVISORY RESPONSIBILITIES:</b> None	

### **SUMMARY:**

The Players Club Representative effectively communicates features and benefits of the Running Creek Rewards Program and all related promotions to prospective gaming customers. Maintaining customer information assuring the highest standards of data entry and the issuance of comps and promotional items to customers. The Players Club Representative will also sell gift shop and tobacco items to customers. Provides fast, friendly, excellent service to customers at all times.

### **QUALIFICATIONS:**

Education and Experience:

Possession of a high school diploma or general equivalency diploma (G.E.D) ability to successfully perform the essential duties of the job listed above.

Required:

- At least 21 years of age
- Physical condition allowing prolonged period of standing and walking
- Must be able to get along with co-workers and work as a team
- Must be willing to work a flexible schedule including Holidays and weekends.
- One (1) year previous hospitality experience

Preferred:

- Knowledge of Casino and tribal gaming regulations and the ability to ensure compliance as appropriate within areas of responsibility
- Strong working knowledge of player tracking systems
- Previous high volume customer service experience
- POS experience

*Skills*

Required:

- Strong computer skills with experience in word processing, databases, and spreadsheets (ability to demonstrate proficiency)
- Strong organizational skills
- Strong written communication skills
- Strong verbal communication skills
- Customer service, interpersonal and teamwork skills necessary to maintain quality service delivery
- Accurate and detail-oriented
- Strong problem solving skills
- Cash Handling Skills

*Abilities*

Required:

- Ability to maintain high confidentiality
- Ability to independently manage multiple tasks in a professional manner
- Ability to work independently with minimal supervision
- Ability to work cooperatively with all departments
- Ability to manage extensive amounts of paperwork
- Ability to operate most office equipment (computer, fax, copier, etc.)
- Ability to independently lift up to 25 pounds daily
- Ability to type 35 words per minute

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Must adhere to the Running Creek Casino's policies and procedures.
2. Effectively communicates features and benefits of the Rewards Card Program and all related promotions to prospective gaming customers.
3. Solicits and documents guest information for marketing research purposes.
4. Maintains database integrity by following high standards of data entry and issue rewards to customers based on their gaming.
5. Promotes Running Creek Casino by interacting with customers in an enthusiastic, helpful and friendly manner.
6. Acknowledges, greets and converses with customers as they approach the Total Rewards center.
7. Assists in the execution of all events and promotions efficiently and effectively.
8. Offers to help in other Running Creek Rewards Club related duties at management request.
9. Must adhere to the safety rules and regulations of the Running Creek Casino and of the Marketing department.
10. Selling Gift Shop and tobacco items and keeping inventory of stock
11. And all other job duties as assigned by supervisor.

**PHYSICAL DEMANDS**

Must be able to move in and around the casino areas and Players Club through the entire shift. Must be able to stand for long periods. Must be able to keep aware of the constant changes and enhancements of the Running Creek Rewards program and its benefits. Must be able to respond calmly and handle many customer demands in a fast

paced environment. Must be able to bend, stoop, crouch, kneel, twist, balance, and work at a desk. Must be able to lift and carry up to 25 pounds. Respond to visual and aural cues. Must have manual dexterity to be able to operate the following equipment: computer, telephone, photo copy machine, fax machine, embosser and printer. Must be able to tolerate areas containing second hand smoke.

### **WORKING ENVIRONMENT**

Office, gaming floor and restaurants, frequent loud noises and cigarette smoke. Extensive computer use. Must be flexible with work schedule. Must be willing to work any hours and/or shift, as assigned, according to business needs. Occasionally must deal with angry or hostile individuals. High volume direct public contact.

### **DISCLAIMER AND CONDITIONS OF EMPLOYMENT**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

All Casino employees are responsible to ensure that their designated operations are in compliance with Casino policies, IGRA, Tribal policies, State compact and Tribal gaming regulations.

Conditions of employment with the Casino include passing a pre-employment drug test, a background investigation to secure a gaming license and successfully completing a three- month introductory period. Candidates for this position will be required to have dependable transportation available to them.