



JOB DESCRIPTION

Native American Preference will apply in accordance with Tribal policies

JOB TITLE: Players' Club Supervisor	REVISION DATE: October 2015
SUPERVISOR: Players Club Manager	DEPARTMENT: Marketing
SUPERVISORY RESPONSIBILITIES: Players' Club Reps	

SUMMARY:

Oversees daily operations of the Running Creek Players' Club. Responsible for training Players Club Representatives and ensuring compliance with marketing promotions, policies and procedures. Successfully acquire and retain Running Creek Casino guests by providing superior guest service both inside and outside the venue, along with the effectively administering casino events. Sells gift and tobacco items to guests.

QUALIFICATIONS

Possession of a high school diploma or general equivalency diploma (G.E.D) and two (2) years as a Players Club Representative.

Required:

- At least 21 years of age
- 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.
- 2 years as a Players' Club Representative
- Strong working knowledge of player tracking systems
- Knowledge of Running Creek Casino and tribal gaming regulations and the ability to ensure compliance as appropriate within areas of responsibility

Preferred:

- Bilingual (English/Spanish)

Skills

Required:

- Strong computer skills with experience in word processing, databases, and spreadsheets (ability to demonstrate proficiency)
- Strong project management skills

- Highly organized and ability to adapt quickly to changing priorities
- Excellent written communication skills
- Excellent verbal and interpersonal communication skills
- Accurate and detail-oriented
- Excellent problem solving skills
- Ability to analyze the information in the player tracking system to make the appropriate decisions related to comping

Abilities

Required:

- Displays leadership qualities and the ability to serve both internal and external customers
- Ability to maintain high confidentiality
- Ability to independently manage multiple tasks in a professional manner
- Ability to maintain a professional demeanor

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Sells gift and tobacco items to guests.
2. Communicates all Players' Club programs and promotions to internal personnel and customers.
3. Maintains knowledge of all gaming machines on casino floor, Casino Market Place (Running Creek Casino player tracking system) and casino promotions.
4. Implement and manage daily casino promotions with the assistance of Players' Club team members.
5. Monitors player activity through use of the player tracking system.
6. Assist marketing team with the planning and execution of all casino promotions, special events and tournaments. Focusing on monthly VIP functions to increase trip frequency and create lasting relationships with Running Creek Casino's best customers.
7. Responsible for coordination of Running Casino bus program which includes chartering all busses for incoming groups; maintaining group manifests and payment of all commission to group coordinators and bus companies.
8. Responsible for the distribution of all promotional signage on casino floor such as slot toppers, light box duratrans and posters.
9. Responsible for maintaining all supplies needed for the daily functions of the Players' Club.
10. Actively assist the Marketing Department as duties and projects are assigned.
11. Knowledgeable of and ensures compliance with Running Creek Casino and Tribal gaming rules and regulations within areas of responsibility.
12. Must adhere to the safety rules and regulations of the Running Creek Casino and of the Marketing Department.
13. And all other duties as assigned by Director of Marketing.

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 walk, sit, and/or stand for long periods of time. Must have a good sense of balance, and be able to bend and kneel. Must be able to lift and carry up to 25 pounds. Must be able to push, pull and grasp objects. 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 three-month introductory period. Candidates for this position will be required to have dependable transportation available to them.