



## *Tolowa Dee-ni' Nation/Lucky 7 Casino*



### **Position Description**

**Title:** Player's Club Representative  
**Class:** Service  
**Status:** Full Time/Part Time  
**Supervisor:** Marketing Manager  
**Effective Date:** June 2014

**Department:** (44) Marketing  
**FLSA:** Non-Exempt  
**Pay Grade:** III  
**Subordinates:** None

#### **Position Summary:**

A Player's Club Representative is dedicated to serving the guests of Lucky 7 Casino at the Privileges Club counter and on the gaming floor, providing the impression and reality of the best possible service by performing the following duties.

#### ***Essential Duties and Responsibilities:*** *include the following. Other duties may be assigned.*

- Performs superior customer service.
- Creates customer accounts on Super Playmate within the Privileges Club.
- Inputs data and encodes player club cards.
- Issues coupons and other vouchers as required and in accordance with company and departmental policies and procedures.
- Provides specific and general departmental information regarding casino, promotions and special events.
- Builds and promotes Player Club membership.
- Promotes and assists in Player Club promotions and events.
- Acts as front door host.
- Provides feedback on promotions and events.
- Redeems Player Club points with cash back and redemption coupons.
- Answers main telephone line after 4pm and at other times as requested.
- Has the ability to speak over the microphone for announcements and promotions.
- Offers suggestions for improvements on promotions, customer service, safety, etc.
- Attends all department and mandatory casino meetings.
- Assists Director as needed.
- Temporary or permanent duties and responsibilities may be added to, or modified as deemed necessary.

#### **Minimum Qualifications:**

- 3 to 6 months customer service experience.
- 3 to 6 months related experience and/or training or equivalent combination of education and experience.
- High school diploma or equivalent (GED).

- Gaming experience preferred but not necessary.
- Qualified Indian Preference applies.

**Language Skills:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to speak on a microphone. Ability to communicate verbally with customers disseminating casino information.

**Mathematical Skills:**

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

**Reasoning Ability:**

Capable of common sense understanding to carry out detailed written or oral instructions. Capable of dealing with problems involving a few concrete variables in standardized situations. Ability to think logically in tense situations.

**Certificates, Licenses, Registrations:**

Must be able to pass extensive background investigation for the issuance, and retention, of gaming license.

**Physical Demands:**

While performing the duties of this job, the employee is frequently required to stand, walk, and use hands to finger, handle, or feel. The employee is occasionally required to sit, reach with hands and arms, stoop, kneel, crouch, talk and hear. The employee must occasionally lift and/or move up to 35 pounds.

**Vision Requirements:**

- Close vision (clear vision at 20 inches or less).
- Color vision (ability to identify and distinguish colors).
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships).
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

**Work Environment:**

The noise level in the work environment is usually moderate to high. Smoking is allowed in the Casino so there is a minimum level of smoke in the atmosphere; at times worse than others.

**Employee's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Supervisor's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

