



**POSTED: APRIL 12<sup>th</sup>, 2021**

**DEADLINE: UNTIL FILLED**

### **JOB DESCRIPTION**

**POSITION:** Player Development Team Member (Casino Ambassador)  
**DEPARTMENT:** Marketing  
**SUPERVISOR:** Player Development Lead (Executive Host)  
**LOCATION:** Resort  
**EMPLOYMENT:** Full-Time  
**PAY RATE:** Pay Grade 6 (\$10.00 - \$12.16 per hr. D.O.E.)

### **DESCRIPTION:**

The Player Development Team Member assures customer retention and repeat business through, positive daily contact with Resort guests. The Player Development Team Member is responsible for developing one-on-one relationships with guests and providing exceptional guest service to cultivate and maintain guest relationships. The Player Development Team Member is responsible for daily guest interactions for general guest questions.

### **RESPONSIBILITIES:**

- Provide excellent guest service to guests, internal and external through active guest engagement and positive attitude
- Consistently exhibits an upbeat and positive attitude at all times; greets customers and answers inquiries
- Assists the Casino Host with special events, tournaments, promotions and particularly managing the overall customer experience
- Maintain daily tracking logs
- Address and provide resolution to guest complaints and concerns
- Assists Host with player development initiatives
- Maintains high level of visibility throughout Casino
- Interacts and visits with customers to develop customer loyalty
- Recognizes and signs up new Superior Club Members on the floor
- Must be able to address stressful situations with clients with dignity and the utmost tact and politeness
- Must exercise confidentiality and discretion on a daily basis
- Answer customer questions about Promotions and Resort amenities
- Assist with entertainment, special events, or promotions within the Casino
- Share knowledge of the rules of all casino games
- Assists with data entry as required
- Provide information to customers about local areas, local accommodations upon request.
- Maintain proper attendance in accordance with Casino policy, reports to work on time in accordance with Casino policy

- Recognizes that each employee is a representative of the casino and is responsible for demonstrating courtesy, respect, and sensitivity to the needs of every person (visitors, co-workers).
- Due to the dynamic casino environment from time to time, we require employees to be flexible and assume other responsibilities assigned by management.
- Some assignments may not be listed in this description at this time.

### **MINIMUM QUALIFICATIONS:**

- High School Diploma or GED
- Proficient in MS Word, Excel, Outlook and Power point programs
- Must maintain a positive attitude and exhibit personality
- Must be available weekends, nights, holidays and special events
- Must be flexible with scheduling and possibility to be on call
- Must have excellent problem solving skills, attention to detail, and sound, timely decision making
- Must complete all training as required
- Ability to communicate effectively orally and in writing is required
- Ability to work independently and establish priorities is required
- Subject to pre-employment and annual background checks
- Must be able to receive and maintain a Gaming License

### **PREFERRED QUALIFICATIONS:**

- Prefer a minimum of 1 year experience working in a Guest Service or Customer service setting
- Table games and Slots experience preferred
- Ability to compile detailed reports with little or no supervision
- Knowledge of word processing, computer input/ retrieval and PC software
- Ability to type 40 words per minute

*The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.*

### **OUR MISSION**

Our mission is to provide an exceptional and memorable experience to every guest, every time. Each team member will demonstrate a high level of professionalism, provide a safe, clean and entertaining experience for all guests, internal and external.

Integrity, Service, Professionalism, Value. This is our **PROMISE**.

**Date Approved by the Public Enterprise Finance Commission (PEFC): 02/27/2017**

**Northern Waters Casino Resort**

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