



POSTED: October 4th, 2024

DEADLINE: Until Filled

JOB DESCRIPTION

POSITION: Guest Services Team Member

DEPARTMENT: Marketing

SUPERVISOR: Player Development Lead (Executive Host)

LOCATION: Resort

EMPLOYMENT: Full-Time/Part-Time

PAY RATE: \$13.00 - \$16.00/Hour (Non-Exempt) D.O.E

LICENSE STATUS: Key-Employee

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 service to guests, internal and external, through active guest engagement and positive attitude.
- Shall be required to read, implement, and adhere to all NWCR Policies and Procedures, LVD Gaming Ordinance, Tribal/State Gaming Compact, NIGC Minimum Internal Control Standards, Indian Gaming Regulatory Act, LVD Tribal Internal Control Standards, Title 31 Minimum Internal Control Standards, NWCR Casino Employee Handbook, Marketing Department Policy and Procedure Manual.
- Consistently always exhibits an upbeat and positive attitude; 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 daily.
- 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.
- To remain in compliance with Casino Regulatory policies and procedures, employees are required to attend all necessary meetings and training facilitated 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.
- Must pass background checks and other pre-employment screenings necessary to receive and maintain a Gaming License.

PREFERRED QUALIFICATIONS:

- Prefer a minimum of 1 years' 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.

PREFERENCE FOR HIRING:

Preference shall be given when it is established that the applicant meets the qualifications as stated in the job description. The following order shall be adhered to for hiring:

- Enrolled LVD Tribal Member
- Parents/Legal Guardian of LVD Tribal member children and spouses of Tribal Members
- Other Native Americans
- All Others

Date Approved by LVD Gaming Commission: 05/16/2023.

Date Approved by the Public Enterprise Finance Commission (PEFC): 08/29/2023.

Northern Waters Casino Resort

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Sign _____ Date _____