

CAHUILLA CASINO

Position Description

POSITION: Players Club Representative
RESPONSIBLE TO: Director of Marketing

POSITION SUMMARY

The Player Club Representative, under the direction of the Players Club Supervisor and the Marketing Director, is responsible for representing the Casino, assisting Guests, and facilitating promotions and events. This position serves as a valuable liaison between Cahuilla Casino's Marketing Department and the Guests.

DUTIES AND RESPONSIBILITIES:

1. Actively promote the Player's Club and its benefits to Cahuilla Casino customers,
2. Promote all eligible guests to carded, tracked players by enrolling those customers in the Players Club.
3. Conduct promotions and help facilitate special events and entertainment.
4. Distribute information about Cahuilla Casino to Guests.
5. Meet and greet customers upon their arrival, including bus and tour groups.
6. Retain information concerning all Cahuilla Casino promotions, entertainment and events.
7. Make announcements regarding Cahuilla Casino promotions, entertainment and events. Perform other announcements as needed.
8. Record information regarding guests, major wins, etc. for marketing department.
9. All other duties as assigned by immediate manager/supervisor.

QUALIFICATIONS: PREFERRED

1. At least 1 year working experience or exposure to a hospitality or direct customer service environment.
2. General knowledge of gaming, including slots, video, bingo and card games a plus.
3. Computer experience with database.
4. Bilingual (English/Spanish) a plus.

REQUIRED

1. High School Diploma or equivalent.
2. Outstanding guest service skills.
3. Excellent communication and interpersonal skills.
4. Able to read and write English fluently.
5. Must maintain a professional appearance.
6. Must be at least 21 years of age.
7. Computer literate with, but not limited to, word processing in a Microsoft Windows platform.
8. Able to train for and pass Title 31 exam.
9. Able to lift 50 lbs.
10. Able to work in a Loud and Smoke filled environment.
11. Able to obtain and retain gaming license through the Cahuilla Tribal Gaming Agency.

12. Must be able to complete the 90 day Introductory Period in consecutive days as scheduled.

REASONING ABILITY

1. Ability to define problems collects data, establish facts, and pass accurate, correct information to your supervisor.

PHYSICAL REQUIREMENTS/WORKING CONDITINS:

1. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The incumbent works in an office environment, in a thermostatically-controlled room. Flooring and grounds consist of carpeting, tile, dirt and asphalt. There are ramps and short stairways for access into and around the casino, Department of Public Safety offices, Finance Offices, Administrative Offices and Food and Beverage Offices.
2. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of their job.
3. While performing the duties of this job, the employee is frequently required to walk, sit, use hands to finger, handle or feel, reach with hands and arms, climb or balance, stoop or bend, and speak and hear. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
4. While performing the essential functions of this position, the employee is occasionally exposed to outdoor weather conditions and required to move about the Casino floor and exposed to a non-smoke free environment.
5. Cahuilla Casino is committed to a drug and alcohol free workplace. Any job offer is conditional upon successful passing of a pre-employment drug test and must qualify for a Cahuilla Gaming License, which includes an extensive background security check.
6. If none of the applicants should meet the stated qualifications, applicants whose education and experience are less than the stated requirements, may be interviewed and hired provided the applicant hired submits a formal written training plan within (30) thirty days which can be completed within a "reasonable time" agreed upon by the supervisor and the applicant. Applicants who are hired and fail to meet the agreed upon formal training program, will be discharged upon failure to complete the specified training as so scheduled.
7. A drug test will be required prior to employment and periodically thereafter.

NOTE

This description incorporates the most typical duties performed. It is recognized that other duties not specifically mentioned may also be performed. The inclusion of these duties would not alter the overall evaluation of the position.

LEGAL NOTICE:

Federal Law requires that all applicants be considered without regard to race, religion, color, sex, age, or national origin. The Cahuilla Band of Indians Tribe is an Equal Opportunity Employer, subject to provisions of P.L. 93-638 Indian Preference Act.

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EMPLOYEE ACKNOWLEDGEMENT

I have had the opportunity to read and review this job description. By signing this job description I attest that I can meet and perform all Administrative duties as stated. I understand that I will receive further instructions and have the opportunity to inquire regarding my job duties from my direct report who is the General Manager.

Employee Signature

_____ Date

_____ Printed Employee Name