



POSTED: MAY 8, 2018 DEADLINE: UNTIL FILLED

JOB DESCRIPTION

POSITION: **Player Development Team Member**

DEPARTMENT: **Marketing**

SUPERVISOR: **Player Developer Lead**

LOCATION: **Resort**

EMPLOYMENT: **Full-Time/Part-Time**

SALARY/PAY RATE: **Pay Grade 6 (\$9.25 to \$12.16 per hour D.O.E.)**

DESCRIPTION:

Ability to communicate effectively to customers; relate well with the public; ability to work independently while maintaining a close relationship with all departments and supervisors; must have friendly, professional, and outgoing personality. Ability to communicate effectively orally and in writing; must be able to work all shifts.

RESPONSIBILITIES:

- Answer customer questions about Casino operations or refers the customer to someone who can
- Must maintain a complete knowledge of the functions, entertainment, special events, or promotions within the Casino on a daily basis, also knowledge of the rules of the games.
- Assists with data entry as required
- Provide information to customers about local areas, local accommodations upon request.
- Provide direction to other facilities or locations 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 changes and modifications in your job from time to time, we require employees to be flexible and assume other responsibilities assigned by management as management sees the necessity.
- Some assignments may not be listed in this description at this time.

MINIMUM QUALIFICATIONS:

- A High School Diploma or GED is required
- Some computer word processing skills are required with the desire to be trained to use Guest Services Department Player Tracking Systems.
- A friendly personality is required in order to communicate with Patrons and co-workers.
- The availability to work Monday through Sunday on varied shifts from 8:00am to 12:00am midnight.
- Must pass background checks and other pre-employment screenings.

PERFERRED QUALIFICATIONS:

- 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

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