



**JOB TITLE:** Customer Service Representation (Club & Hotel)

**FLSA:** Non-Exempt

**DEPARTMENT:** Marketing

**LOCATION:** Central City

**SHIFT:** Full-Time

**POSITION REPORTS TO:** Player Development Manager

### **SUMMARY**

Provide information to guests about the benefits of being a players club member including promotions, food specials, Insta-Play, new sign up benefits, mail coupons and offers, property amenities/hours of outlets and all other casino offerings. Assists internal guests with questions regarding the club and hotel and provide top-notch guest service at all times

### **ESSENTIAL RESPONSIBILITIES INCLUDE, BUT NOT LIMITED TO:**

- Exceptional oral communication, guest service and organizational skills are a must.
- Enroll and create new member accounts accurately and update existing accounts as needed.
- Reprint cards as needed by guests on correct card stock based on tier.
- Explain how to use a players card and all associated benefits to being a players club member. Information is repeated frequently and information must be delivered accurately and courteously at all interactions.
- Answer telephone calls and set up hotel reservations, answer questions and transfer calls to applicable departments. Check voicemail multiple times per day and ensure phone lines are forwarded at club closing and removed from forwarding at club opening daily.
- Complete hotel check-in/check-outs daily and provide detailed information to guests on property offerings as well as hotel policies, protocol for needs during their stay and regulations.
- Check ID's and wristband guests where applicable to ensure no one under 21 is in the casino.
- Check memo clipboard daily and ensure awareness of all club policies and procedures.
- Professional interaction with internal guests from all departments and other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

None

### **SIGNATORY ABILITY**

Cashier related documents such as inventories, counts, even money exchanges, Forms generated by player's club transactions.

### **QUALIFICATION REQUIREMENTS:**

Ability to acquire and maintain a Colorado Support Gaming License.

### **EDUCATION & EXPERIENCE:**

High School diploma required or GED equivalent.

1 year cash handling experience

1 year guest service experience

1 year minimum slot floor, players club, cage, drop/count experience

### **LANGUAGE SKILLS:**

Ability to read and interpret all types of documents in English.

**MATHEMATICAL SKILLS:**

Aptitude including adding, subtracting, multiplying, dividing and basic problem solving. Ability to run a 10-key.

**REASONING ABILITY:**

Ability to apply gaming knowledge and experience in day-to-day work scenarios. Ability to recognize and solve customer matters.

**PHYSICAL DEMANDS:**

Must be able lift 50 pounds, bend, stoop, reach, manipulate keys, and discern colors.

**WORK ENVIRONMENT:**

The casino environment is often loud and smoky, with many distractions.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Colorado Limited Gaming License

**MATHEMATICAL SKILLS:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**PHYSICAL DEMANDS:** Essential duties may involve performing physical exertion: constant brisk walking, climbing stairs, stooping, bending, stretching, reaching, kneeling, squatting, bending, walking and crouching/stooping, pushing and standing for entire work shift, with standard breaks, in order to perform duties. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand. The employee is frequently required to walk. The employee is occasionally required to reach with hands and arms; climb or balance; talk or hear and taste or smell. The employee must occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include depth perception and ability to adjust focus.

**WORK ENVIRONMENT:** Essential duties involve working in a casino environment, which contains loud noise.