



JOB DESCRIPTION

TITLE:	Casino/Rewards Associate
DEPARTMENT:	Marketing
SUPERVISOR:	Rewards Club Manager
WAGE:	Depending on Qualifications
SHIFT:	Days/Nights/Weekends/Holidays or as needed
CLASSIFICATION:	Non-exempt, Full-time
REQUIREMENTS:	Gaming License

JOB SUMMARY: To provide a high level of service to High-Value player segments and provide support in Marketing & Resort Operations. Responsible for a high level of guest service as described in your department's guest service standards. Identify premium players and assist with developing recognition and reward programs to attract and retain these players and ensure frequent return visits.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Identify and recruit players for Legendary Rewards Club membership by promoting club benefits and enrolling new Club members.
- Ensures player enrollment and processing is handled accurately, efficiently, and professionally.
- Meet and greet hosted players on the casino floor/hotel.
- Maintain a constant awareness of all Casino/Hotel services, promotions, and events.
- Offer services to hosted players to include drink service, promotions participation and expedite other player needs.
- Assist as needed with meet and greet and other guest services for coded players.
- Use Legendary Rewards club resources to actively call players to acknowledge and promote special occasions (birthday, anniversary, etc.), and special trips.
- Assist players of potential High-Value in conjunction with Marketing and Hotel Manager.
- Assist Legendary Rewards Club and Hotel staff as needed.
- Identify active players without a card and secure, print and deliver cards for tracking.
- Promote club benefits and the use of the card in all player interactions.
- Assist Call Center with sales lead penetration by making sales calls to assigned lists.
- Increase spends per trip by reaching out to assigned hosted / developmental players, meet goals and quotas as assigned.
- Floor prospect for players of extreme High-Value
- Organize, categorize, and maintain all players in assigned book of business.

- Analyze player profiles for sales calls.
- Expedite player's/guest's requests and reservations.
- Fulfill player requests for comps.
- Accompany guests to sporting events as needed Drive inactive/dormant player trips.
- Respond to Guest inquiries through varied means of both written and oral communication.

QUALIFICATIONS:

- High School Diploma/GED or equivalent experience
- One (1) year previous experience in casino marketing, rewards club, hospitality, or other comparable casino guest service position.
- High attention to detail and accuracy
- High level organizational skills and ability to adapt quickly to changing priorities.
- Strong computer skills including working with spreadsheets.
- Excellent written, verbal, and interpersonal communication skills
- Ability to read and write in English.
- Proven to accurately type 35 wpm.
- Proficient at phone systems and computer applications
- Maintain assigned percentage of active players across coded player group (Book of Business).
- Ability to work fast and efficiently.
- Ability to retain large amounts of information regarding the property and its amenities.
- Ability to enthusiastically and professionally sell and/or promote relevant events and promotions.

Smoke free environment.

The Red Cliff Tribal Council has a drug free workplace policy and adheres to the intent of the drug free workplace act. All new hires are subject to a drug test prior to starting.

Native American preference applies, yet all qualified applicants will be considered.

Applications are available at the casino cashier's window and online at www.legendarywaters.com.

Posted: 4/10/2024

Deadline: Until filled

For more Information contact: Seth Morris, THRP.

Human Resource Manager

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