

JOB DESCRIPTION

Job Title:	Player's Club Ambassador		
Department:	Guest Services	Prepared by:	Lichten/Shink
Reports To:	Sr. Manager, Guest Services	Date Prepared:	03/22/2017
FLSA Status:	Non-Exempt	HR Approval/Date:	M. Truong 03.23.17

SUMMARY

Under the direction of the Senior Manager, the Players Club Ambassador will be responsible for increasing Player's Club membership, promoting player's club card usage, and entering customer contact data to support business objectives in accordance with annual goals set by management. Individual and department goals and objectives will be clearly defined to support the increase in club card enrollments, rated slot play and table play. The Players Club Ambassador will support and compliment the Player Development Team through VIP engagement and contacts. This position will require direct contact with the public while delivering superior guest service in accordance to department and company standards, policies and procedures.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Promotes the use of the Club Serrano card to non-members and members on the gaming floor; must have complete knowledge of the club requirements and benefits.
- Responsible fulfilling new club card enrollments in accordance with monthly club card quotas set by management.
- Responsible for increasing membership while continuously circulating throughout the casino floor and assigned sections by use of specific electronic systems to locate uncarded players.
- Assists the Guest Services department with basic guest requests and communications with Executive Host staff when known high end players are on the casino floor.
- Responsible for researching all new members by scanning and validating patron's valid identification against our present database; issues temporary Club Serrano cards for new enrollments as well as reprints existing customer cards as necessary.
- Supports Table Games Supervisors with new club card enrollments and club card reprints for Table Games patrons.
- Maintains current knowledge of the slot floor and table games product mix.
- Keeps current of all property events, promotions and entertainment to accurately communicate these activities of the casino to encourage club card usage and new club card enrollments.
- Enters customer data into casino player tracking systems as well as other software applications accurately and consistently.
- Responsible for collecting pertinent customer information, such as email, telephone and physical address in accordance with the monthly email and telephone quotas set by management.
- Researches and resolves guest issues effectively and professionally.
- Safeguards the confidential nature of guest, department and company data. Adheres to all policies and procedures set forth by the casino and Tribal Gaming regulations to minimize risk to the business and to guests.
- Assists with promotions as needed.
- Perform other duties as assigned to support the efficient operation of the department.

CORE COMPETENCIES

COMMUNICATION - Demonstrates awareness of non-verbal language when listening and communicating with others, conveys and writes information clearly, professionally and effectively.

Behavioral Anchors:

- **Listening Actively:** Demonstrates attention during discussions by restating information, answering questions appropriately and using positive nonverbal behavior, (e.g., eye contact, facial expression, nodding) when listening and communicating.
- **Articulating Information:** Delivers clear, concise and appropriate messages in a respectful and timely manner to peers and customers.
- **Creating Effective Written Products:** Demonstrates proficiency in writing by preparing well-written, business appropriate and grammatically correct communication materials, such as reports, emails, texts, notes, etc.

CUSTOMER FOCUS - Embraces customer service as a key driver of success, anticipates and demonstrates understanding of internal and external customer needs and strives to exceed their expectations.

Behavioral Anchors:

- **Identifying Customer Needs:** Displays an interest in customers (internal and external) by listening, asking the right questions and takes the extra step to ensure customer needs are met.
- **Developing Solutions:** Develops and applies straightforward solutions in a timely manner to address customer needs, while staying in compliance with the department's operational policies and procedures.
- **Developing Customer Relationships:** Develops positive relationships with internal and external customers by regularly engaging, communicating with and creating positive interactions.

DECISION MAKING - Makes decisions with the best interests of San Manuel in mind having the information and resources, to act thoughtfully, quickly, professionally and with confidence.

Behavioral Anchors:

- **Evaluating and Integrating Information:** Evaluates and integrates available information, personal work experiences and knowledge to make routine decisions within the scope of role.
- **Weighing Outcomes/Implications:** Considers the impact of decisions on self, team and San Manuel when providing solutions.
- **Taking Action:** Uses a situational-awareness approach to decision making in order to make timely decisions outside of their responsibilities to the appropriate organizational level.

RELATIONSHIP MANAGEMENT - Collaboratively works with others across and/or outside the business to accomplish goals that improve San Manuel's business performance.

Behavioral Anchors:

- **Building and Maintaining Relationships:** Builds appropriate relationships and works cooperatively with team members and external parties (e.g., customers, vendors, contractors) by offering support and assistance when needed, while following policies and procedures.
- **Resolving Conflict:** Works to resolve conflict without letting personal feelings get in the way by focusing on the business and looking for solutions that are acceptable to all.
- **Integrating Diversity:** Appreciates and is open to working with team members that bring unique and different perspectives and backgrounds that support the business.

RESULTS ORIENTATION - Demonstrates initiative and accountability to drive results in order to achieve individual and organizational goals.

Behavioral Anchors:

- **Setting Goals:** Establishes individual/departmental goals that support organizational goals to achieve business results.
- **Demonstrating Perseverance:** Maintains engagement and effort despite obstacles and strives to finish what is started, staying on track to accomplish goals.
- **Driving and Delivering Results:** Willingly and appropriately goes beyond scope of one's job to deliver consistent results and is accountable to achieve individual/departmental goals.

EDUCATION/EXPERIENCE/QUALIFICATIONS

- High School Diploma or GED required.
- Three years of experience in customer service required; one year of casino experience preferred.
- Ability to communicate effectively with guests, team members and management, both verbally and in writing a must.
- Must possess outstanding communication and interpersonal skills.
- Ability to multi-task in a fast paced environment required.
- Must be comfortable working and speaking with the public.
- Must have experience working under pressure while meeting deadlines and goals.
- Ability to maintain a positive and professional demeanor under stressful situations.

CERTIFICATES/LICENSES/REGISTRATIONS

- At the discretion of the San Manuel Tribal Gaming Commission you may be required to obtain and maintain a gaming license.

PHYSICAL REQUIREMENTS/ WORKING CONDITIONS – ENVIRONMENT

The physical demands and working environment described here are representative of those that an employee encounters and must be met by an employee to successfully perform the essential functions of this job.

- Primary work environment is in a climate-controlled office and gaming floor setting.
- Incumbents may be required to work evening, weekend and holiday shifts.
- Must be able to work in a fast paced, high demand environment.
- Strength sufficient to exert up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects and/or move up to 40 pounds occasionally.
- Physical activities that apply to the essential functions of the position are: Balancing, stooping, kneeling, crouching, reaching, pushing, pulling, lifting, grasping, talking, hearing, repetitive motions.
- Hearing sufficient to hear conversational levels in person and over the telephone.
- Speech sufficient to make oneself heard and understood in person, in front of groups, in meetings, and over the telephone.
- Visual Acuity that best describes the requirements of the position: The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; expansive reading; visual inspection of employees, visitors or facility.
- Mobility sufficient to safely move in a gaming environment, walk, stoop, bend, kneel, and enter and exit.
- Endurance sufficient to walk and stand for extended periods, and maintain efficiency throughout the entire work shift and during extended work hours.
- The employee may be exposed to fumes or airborne particles including secondhand smoke.

San Manuel Band of Mission Indians and San Manuel Casino will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.