

JOB DESCRIPTION

Job Title:	Guest Services Senior Representative		
Department:	Guest Services	Prepared by:	C. Shink
Reports To:	Floor Supervisor, Guest Services	Date Prepared:	11/27/2021
FLSA Status:	Non-Exempt	HR Approval/Date:	R. Schwartzberg - 1/3/2021

SUMMARY

Under the direction of the Guest Services Floor Supervisor, the Guest Services Senior Representative is responsible for providing Best in Class service at every opportunity while assisting the needs of the guest in a variety of areas, dependent upon assigned schedule. Responsibilities include promoting and encouraging Club Card membership by enrolling guests, maintaining account information, reprinting club cards, Guest Services redemption booths, greetings, Bus Counter oversight, crowd control, special events, applying free play, coupons, meal vouchers and match play. The Guest Services Senior Representatives are also responsible for reporting any illegal activity discovered i.e. pan handling, Title 31 violations, compulsive gambling concerns, medical emergencies and health and safety issues.

<u>Essential Duties & Responsibilities</u>	Estimated % of Time
1. Responsible for promoting and encouraging Club Card membership and Club Card usage, which includes systematically issuing and replacing Club Cards, maintaining Club Card accounts, and handling various related transactions associated with Club Card memberships. Participates in observation of suspicious activity throughout Casino and follows required procedures for completing Title 31 Report forms.	40%
2. Assists with promotions and special events, which may include distribution and setup of promotional gift giveaways and monetary gift giveaways such as gift cards. Promotional setup and distributions include, lifting of up to 25lbs. and opening and unpacking boxes. Monetary promotional events include handling of large sums; including verifications, counting, and balancing processes.	30%
3. Responsible for Club Card membership sign-ups and reprints throughout Casino floor. Responsible for picking up trash, pushing in chairs, and engaging with guests through greetings, answering questions, and escorting guests to various locations.	20%
4. Assists with crowd control during emergency medical situations, special events and overcrowding, while maintaining and promoting health and safety protocols as outlined by Department and Enterprise. Implements evacuation procedures during crises and mandatory evacuations by following assigned duties and attending to needs of special needs patrons. Assists with guest service needs at special events to ensure success of events; including concerts, VIP parties, Slot tournaments, VIP gift night and promotional drawings. Participates in observation of suspicious activity throughout Casino and follows procedures related to Compliance matters.	5%
5. Performs other duties as assigned to support efficient operation of Department.	5%

EDUCATION/EXPERIENCE/QUALIFICATIONS

- High School Diploma or GED required.
- Minimum one (1) year experience in customer service environment required.
- Minimum one (1) year cash handling experience required.
- Basic proficiency in Microsoft Office (Word and Excel) required.
- Ability to read, write and communicate in English required; bi-lingual preferred.
- Must be outgoing, approachable, and maintain good personal grooming habits.

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 setting.
- Work requires travel to attend meetings, trade shows, and conferences.
- Must be able to work in a fast paced, high demand environment.
- Sedentary work; involves sitting most of the time. Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.
- 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 to determine the accuracy, neatness, and thoroughness of the work assigned, or to make general observations of facilities, guests and employees. Use close, distance, peripheral vision, and depth perception.
- Strength sufficient to frequently lift and/or move up to 10 pounds below or at waist level and occasionally lift; move or carry objects over 25 pounds below and at waist level with assistance.
- Mobility sufficient to safely move in an office environment; walk, stoop, bend, kneel, enter and exit.
- Endurance sufficient to maintain efficiency throughout the entire work shift and during extended work hours.
- Endurance sufficient to sit, 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.