

SAC & FOX CASINO POSITION DESCRIPTION

POSITION TITLE: Player Tracking Supervisor

DEPARTMENT: Marketing

STATUS: Full Time, Regular

LEVEL OF RESPONSIBILITY: Reports to Director Marketing

DESCRIPTION OF WORK:

Assists internal promotion coordination in overseeing club hostesses' activities, employees and the efficient operation on the club area. Aids in scheduling Club Hosts, training, and counseling employees, assuring good public relations, and resolving guest complaints. Maintains and disseminated information through knowledge of Casino operations and events, to respond to patron questions and needs.

SPECIFIC RESPONSIBILITIES:

1. Tracks player activity through Club Card Program.
2. Supervise Club Host employees, record attendance, issue commendation, evaluations and recommend employment actions.
3. Oversee Hostess paper trails, inventory, maintenance, controls and orders.
4. Disseminate information to employees concerning club and/or events, sign-ups and announcements.
5. Communicate regularly with all Casino departments regarding club operations and Casino-wide promotional events.
6. Promotes good inter-departmental relations through effective coordination of events.
7. Provide for adequate staffing in areas of responsibility at all times.
8. Performs other duties as assigned by the Marketing Director and above.

MINIMUM QUALIFICATIONS:

EDUCATION: AA degree in Marketing, Advertising, Business, Communication or related field.

EXPERIENCE: One year experience in marketing, advertising, business, communication or a related field, which includes one year experience in a supervisory capacity. Additional experience as stated may be substituted for the degree on a year for year basis.

KNOWLEDGE/ABILITY/SKILLS:

Skill in operation of PC's and auxiliary equipment and knowledgeable of various software packages utilized by the Casino.

Ability to interact in a positive manner with the public.

Ability to communicate effectively orally and in writing.

Ability to work under conditions that can be stressful and physically demanding.

Ability to perform simple mathematical computations and write legibly.

Ability to effectively direct the work of other employees.

NECESSARY SPECIAL REQUIREMENTS: All employees must be at least 18 at time of application. Employee must be available for any hours/days and able to rotate shifts as required. All employees must successfully pass a background investigation to be employed by the Casino. Responsible for compliance with the Casino's Internal Control Policy and Procedures as it relates to the position's stated job description.

OCCUPATIONAL HAZARDS: Exposure to an environment that contains excessive noise, stress and smoke.