

SAC & FOX CASINO POSITION DESCRIPTION

POSITION TITLE: Player's Club Lead

DEPARTMENT: Marketing

STATUS: Full Time, Regular

SALARY RANGE: 15

LEVEL OF RESPONSIBILITY: Reports to Retail/Marketing Supervisor

DESCRIPTION OF WORK:

Position is responsible for leading overseeing the gift shop/player's club operation and stocking gift items, making sales and keeping the area clean and orderly. Assists Retail Marketing Supervisor in overseeing club hostesses' activities, employees and the efficient operation on the club area. Aids in scheduling training, 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. Monitor the gift shop personnel and answer questions as needed for the guests
2. Restock gift items and keep a running inventory of all items on hand.
3. Notify the Retail/Marketing Supervisor as supplies are depleted.
4. Run cash register in making sales. Responsible for the cash drawer auditing during assigned shift.
5. Assist Retail/Marketing Supervisor with ordering merchandise as needed.
6. Maintain a Clean and orderly working area.
7. Tracks player activity through Club Card Program.
8. Oversee Hostess paper trails, inventory, maintenance, controls and orders.
9. Disseminate information to employees concerning club and/or events, sign-ups and announcements.
10. Communicate regularly with all Casino departments regarding club operations and Casino-wide promotional events.
11. Promotes good inter-departmental relations through effective coordination of events.
12. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

EDUCATION: Graduation from high school or equivalent.

EXPERIENCE: Six months retail sales experience.

KNOWLEDGE/ABILITY/SKILLS:

Ability to deal effectively and positively with the public.

Ability to accurately count and administer cash transactions.

Knowledge of effective retail sales techniques.

Have the ability to identify items of possible inclusion in line of retail goods for sale.

NECESSARY SPECIAL REQUIREMENTS: All employees must be at least 18 at time of hire. 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: Employee will be required to work in an environment that includes excessive noise, stress and smoke.

This description is an accurate representation of the duties and requirements of the position.