MENOMINEE
CASINO RESORT

Menominee Casino Resort

2nd Posting

Position	Guest Service Representative OPEN UNTIL FILLED	**Job Status**	Part-Time
		Minimum Age	21
Wage	$10.00		
Date Posted	Thursday, December 13, 2018 8:00:00 AM		
Date Closed	Thursday, January 31, 2019 4:30:00 PM		

FIRST POSTING: OPEN 5 DAYS AND LIMITED TO ANY ENROLLED MENOMINEE TRIBAL MEMBER. SECOND POSTING: OPEN TO THE GENERAL PUBLIC.

SUMMARY

Responsible for promoting the success of the Player's Club, by assisting customers through the membership process, and explaining the benefits of membership.

ESSENTIAL DUTIES AND RESPONSIBILITIES

•Follow the five service expectations; Smile & Greet * Name & Meet* Listen & Act * Ask, Ask, Ask * Thank you, Good Bye, Good Luck.
•Distributes Player's Club membership information to customers at Player's Club counter, and assists customers in completing signing up.
•Maintains a working knowledge of the Player's Club programs, as well as daily and monthly promotions and direct mail programs, in order to effectively explain to customers.
•Maintains a working knowledge of the Box Office and will work in the Box Office as needed.
•Provides smooth, courteous and efficient service to customers. Uses guests name regularly in dealing with them, wishes them good luck and offers appreciation for their business, and invites them back.
•Takes part in making daily promotion announcements and announcing bus departures, as well as special greetings to special guests, etc.
•Assists the Guest Service Supervisor, Guest Service Lead and Entertainment and Promotions Coordinator in conducting promotions.
•Maintains a working knowledge of the property, as well as current and upcoming special events, in order to advise customers and fellow Employees of them, whenever possible.
•Assists Shift Managers and Casino Hosts, as needed, with Players' Club related matters.
•Assists in the player development strategies as required by your supervisor.
•Facilitates the flow of information, by attending regularly scheduled departmental meetings.
•Resolves minor customer conflicts, which relate to Player's Club.
•To maintain a consistent and regular attendance record.
•Routinely inspects stock of Player's Club printed material, and restocks as needed.
•Issues complimentaries for customers when appropriate level of authority and play has been established.
•Routinely inspects the VIP Maple Room for cleanliness and clean as needed.
•Routinely inspect the Box Office and Guest Service booth and clean as needed.
•Any duties as required by supervisor.

QUALIFICATION REQUIREMENTS

Must be at least twenty one (21) years of age. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High School diploma or GED required.

SPECIAL QUALIFICATIONS

Must possess excellent computer, communication and organizational skills. They must possess at least 1 year of computer experience during a previous employment and at least 1 year customer service experience. A proven work record is required of this position. Six months money handling experience required.

CRIMINAL BACKGROUND MINIMUM REQUIREMENTS
No person shall be eligible for employment at Menominee Casino Resort/Thunderbird complex if they have been convicted, or have a pending unresolved charge of:
•Any crime which would require compliance with the reporting requirements for sex offenders pursuant to Menominee or Wisconsin law
• A felony conviction of any kind in the immediately preceding two years
•A crime of any kind related to gambling in the immediately preceding two years
•A crime of any kind related to theft, fraud, or misrepresentation in the immediately preceding two years;
•A crime of any kind related to a crime of violence, or involving domestic violence, or a drug offense involving sale of drugs, or possession with intent to sell drugs during the immediately preceding 2 years.

*In addition to the minimum criminal background requirements listed above, employee must meet the minimum criminal background requirements necessary to obtain a gaming license as stated in Menominee Tribal Code Chapter 347 and the Tribal Gaming Compact.

Hiring in Gaming Positon is contingent upon criminal background check.

LANGUAGE SKILLS

Ability to read, analyze, and interpret simple documents, such as safety rules, operating and maintenance instructions, and procedure manuals.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY

Ability to apply commonsense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an Employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the Employee is regularly required to talk or hear. The Employee is also regularly required to stand; walk; sit; and use hands to finger, handle, or feel objects, tools or controls. The Employee is occasionally required to reach with hands and arms, and to sit; climb or balance; and stoop, kneel, crouch or crawl.

The Employee must frequently lift and/or move up to ten pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an Employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually loud.