



## Menominee Casino Resort

### 2nd Posting

**Position** Casino Host

**Job Status** Full-Time

**Minimum Age** 18

#### **Wage**

**Date Posted** Friday, April 28, 2017 8:00:00 AM

**Date Closed** Thursday, May 04, 2017 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 identifying, developing and retaining premium slot and table games players, with a strong emphasis on new player development.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Acts as a resource to guests and employees by maintaining a working knowledge of the company's facilities, special events, promotions, player's club, and advising guests of the same, whenever possible.
- Responsible for identifying, developing and sustaining quality relationships with all guests through personal, professional contact.
- Maintains high standards of courtesy, professionalism, confidentiality and discretion in all communications to, about, or with guests including their arrangements and finances.
- Achieve performance targets as provided by the Chief Financial Officer. Performance goals include meeting target growth rates on guest segments in terms of revenue by calendar quarter.
- Must maintain confidentiality of all player accounts and security of all files, records and lists.
- Assists guests with reservations for the hotel, restaurant or any other function of the casino.
- Facilitates the effective management of information, by attending regularly scheduled departmental meetings.
- Prepares correspondence, memos, forms, reports, and other miscellaneous paperwork, as needed.
- Assists in the development and implementation of special events and promotions.
- Observes special events in the lives of our guests, by preparing and mailing birthday and/or anniversary cards, newsletters, and personal notes, whenever possible.
- Identify new premium players whose gaming activity qualifies them for premium tier status on an accelerated basis.
- Responsible to generate reports to reflect the financial performance of the tiered program.
- Responsible to develop and implement a tracking system regarding Guest feedback and informing management of findings on a regular basis.
- Responsible for maintaining a consistent, regular attendance record.
- Must possess a valid Wisconsin Driver's License and be eligible to be on the Menominee Indian Tribe's Approved driver's List.
- Must be able to work flexible hours; days, nights, weekends and holidays.
- Shall perform other duties as assigned.

### **QUALIFICATION REQUIREMENTS**

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**

#### **Minimum**

Education Required - Associate Degree in business, marketing or related field.

Experience Required – five (5) years of demonstrated Casino Host, Guest Service, Hospitality or Customer Service experience and/or; an equivalent combination of education and experience of 5 years or more.



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Preferred

Bachelor's degree from a four-year college or university in business, marketing or related field.

### **SPECIAL QUALIFICATIONS**

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Excellent oral and written communication skills and a friendly, outgoing personality required. Must be a self-starter, motivated, versatile and responsible. Working knowledge of casino player tracking systems such as Bally's Casino Marketplace, IGT Advantage or Aristocrat Oasis required. Basic computer skills including Microsoft Suite, email and internet needed. Must be able to work a very flexible schedule to include days, nights, weekends and holidays.

#### **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; or
- 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 two 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."

### **LANGUAGE SKILLS**

Ability to read, analyze, and interpret basic documents. The ability to respond effectively to the most sensitive inquiries or complaints and balance the needs of the guest with the needs of the business. Requires good written and oral communication skills.

### **MATHEMATICAL SKILLS**

Ability to comprehend and apply basic principles of math, including addition, subtraction, multiplication, division and fractions.

### **REASONING ABILITY**

Ability to apply principles of logical, commonsense thinking to a wide range of intellectual and practical problems.

### **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 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 stoop, crouch, crawl or kneel.

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.



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The noise level in the work environment is usually loud.