



## JOB DESCRIPTION

**REPOSTED: APRIL 16, 2019**

**DEADLINE: UNTIL FILLED**

**POSITION:** Player Development Team Member

**DEPARTMENT:** Marketing

**SUPERVISOR:** Player Developer Lead

**LOCATION:** Resort

**EMPLOYMENT:** Full-Time/Part-Time

**SALARY/PAY RATE:** Pay Grade 6 (\$9.25 to \$12.16 per hour D.O.E.)

### **DESCRIPTION:**

The player development team member is responsible for communicating effectively with customers and assisting guests with gaming promotions, players club cards and answering essential questions. The player development team member is required to maintain knowledge of Casino operations and be ready to answer questions about promotions, entertainment, special events, and local accommodations upon request.

### **RESPONSIBILITIES:**

- Provide excellent guest service to guests, internal and external through active guest engagement and positive attitude.
- Answer customer questions about Casino operations or refer customers to correct point of contact.
- Must maintain complete knowledge of the functions of entertainment, special events or promotions within the Casino and rules of different games.
- Assists with data entry as required.
- Provide information to customers about local areas and accommodations upon request.
- Provide directions to local attractions and events.
- Maintain proper attendance and report to work on time.
- Demonstrates courtesy, respect, and sensitivity to the needs of every person (visitors, co-workers) as a representative of the Casino.
- Flexible with changes and modifications of job duties and assume other responsibilities assigned by management, as management sees the necessity.

### **MINIMUM QUALIFICATIONS:**

- A high school diploma or GED is required.
- Basic computer processing skills are required with the desire to be trained to use Guest Services Department Player Tracking Systems.
- A friendly, professional, and outgoing personality is required in order to communicate with patrons and co-workers.

- The availability to work Monday through Sunday on varied shifts from 8:00am to 12:00am midnight.
- Must pass background check and other pre-employment screenings.
- Ability to communicate effectively orally and in writing.
- Ability to work independently while maintaining a close relationship with all departments and supervisors.

**PERFERRED QUALIFICATIONS:**

- Ability to compile detailed reports with little or no supervision.
- Above average knowledge of word processing, computer input/retrieval and PC software.
- Ability to type 40 words or more per minute.

*The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.*

**OUR MISSION**

Our mission is to provide an exceptional and memorable experience to every guest, every time. Each team member will demonstrate a high level of professionalism, provide a safe, clean and entertaining experience for all guests, internal and external.

Integrity, Service, Professionalism, Value. This is our **PROMISE**.

**Date Approved by the Public Enterprise Finance Commission (PEFC): 02/27/2017**

**Northern Waters Casino Resort**

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