

**Job Description\***

**Job Title** Casino Host

**Department** Marketing Department

**Reports To** Director of Marketing

**FLSA Status** Exempt

**JOB SUMMARY**

Responsible for providing quality guest service, guest satisfaction, Player Development and driving play and revenue from top tier rated guests.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. With relationship to job duties and job responsibilities; ensures compliance with the Port Gamble S’Klallam Tribe of Indians- State of Washington Gaming Compact, Internal Controls, NIGC Regulations and The Point Casino Policies and Procedures.
2. Works with department manager on budget for premium slot pay, VIP and Top Tier events and functions.
3. Evaluates guests in Top Tier for benefits, monitor play and be proactive in contacting guests.
4. Responsible for contacting, encouraging visits and play from Top Tier guests. Communicate with Top Tier guests thru various communication channels including telemarketing, email, and letters and in person.
5. Utilize Players Club data to better manage Top Tier relationships.
6. Attend off property seminars, trade shows, events as needed.
7. Responsible for promoting positive customer image.
8. Creates new accounts to allow patrons to play the electronic games.
9. Creates and updates account information for guests.
10. Signs necessary keys in and out for assigned shifts.
11. Provides customer service to patrons by providing assistance on new games rules, operation of machines, assist in issuing Wildcard Club PIN numbers, assist with Wildcard Club transactions.
12. Assists in establishing marketing goals to ensure share of market and profitability of programs, products, and/or services.
13. Executes marketing plans and programs at the direction of department supervisor.
14. Instills the customer service philosophies of the department into all employees.
15. Assists in planning organizational advertising and promotion activities and overseeing production of promotional materials as it relates to Top Tier guests.
16. Other duties as assigned.
17. Directly oversees Top Tier guests and player lists and in accordance with the organization's policies and applicable laws.
18. Responsibilities can include interviewing and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees.
19. Addressing complaints and resolving problems.

**QUALIFICATION REQUIREMENTS**

1. High school diploma
2. Two to four years related experience in a customer service, sales or account executive, or project management position capacity.
3. Class III Gaming License issued by the Washington State Gaming Commission.

**PHYSICAL REQUIREMENTS**

1. Frequently exerting up to fifty pounds of force and/or a negligible amount of force to lift, carry, push, pull, or otherwise move objects, including the human body.
2. Involves heavy lifting. Exerting up to 50 pounds of force.
3. Frequently involves standing for sustained periods of time.
4. Occasionally requires crouching.
5. Often requires walking or moving about to accomplish tasks.
6. Constantly requires working with fingers rather than with the whole hand or arm.
7. Constantly requires the ability to receive detailed information through oral communication, and to make fine discrimination in sound.
8. Constantly requires verbally expressing or exchanging ideas or important instructions accurately, loudly, or quickly.
9. Occasionally requires stooping which entails the use of the lower extremities and back muscles.
10. Occasionally requires reaching by extending the hand(s) and arm(s) in any direction.
11. Occasionally requires raising objects from a lower to a higher position or moving objects horizontally.
12. Constantly requires repetitive movement of the wrists, hands, and/or fingers.
13. Requires clear vision at 20 inches or less, the ability to identify and distinguish color and to adjust focus.

**TYPICAL ENVIRONMENTAL CONDITIONS**

The worker is frequently subject to inside environmental conditions, which provide protection from weather conditions but not necessarily from temperature changes, and is occasionally subject to outside environmental conditions. The inside environment is often loud and stimulating. There is smoking permitted inside the casino facility

**TRAVEL REQUIREMENTS**

May be required for some positions

**ACKNOWLEDGEMENT STATEMENT**

NKDC and its entities are “at will” companies. This means that the employee or the Company may terminate employment at any time and or any reason. Management has the exclusive right to alter this job description at any time without notice. The document is not intended to exclude modifications consistent with providing reasonable accommodation for a disability, not is it intended to be an employment agreement or contract.

By signing below, both employee and supervisor acknowledge that this Job Description will provide the basis for general duties and responsibilities related to the job, and associated evaluations thereof.

Employee Signature Date

Employee Name (Please Print)

Supervisor Signature Date

Supervisor Name (Please Print)

*NKDC and its entities are committed to having a drug and alcohol free work environment.*