

**Job Description\***

**Job Title** Players Club Representative

**Department** Marketing

**Reports To** Loyalties Programs Manager

**FLSA Status** Non-Exempt

**JOB SUMMARY**

A Players Club Representative serves as Ambassador for the casino, providing assistance, casino information and excellent customer service to guests.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. With relationship to job duties and job responsibilities; ensure 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. Must have the ability to work in a close team environment and utilizes effective communication skills and techniques with employees and guests.
3. Must express the natural ability to maintain and encourage an upbeat, positive, can-do attitude that promotes an enthusiastic and exciting work environment and fosters exceptional guest service.
4. As a trusted member of the team, work to ensure a smooth operation and compliance with all company rules and regulations.
5. Actively supports the company culture of creating a fun and entertaining experience for internal and external guests.
6. Responsible for promoting positive customer image.
7. Create new accounts to allow patrons to play the electronic games.
8. Update account information for all guests to ensure its accurate and mail able.
9. Responsible for answering phone calls in a timely and accurate manner.
10. Provide information to guests about club program, benefits, promotions and events.
11. Provide guest service to patrons by providing assistance on new games rules, operation of machines, giving out PIN numbers and issuing of benefits.
12. Use a microphone to make announcements regarding promotions, promotion winners, etc.
13. Maintain knowledge of and relay information regarding: on-site venues, amenity, events, promotions and attractions; and off-site and local highlights, resources and other “good to know” facts.
14. Respond to guests’ requests, complaints or complements, or inquiries courteously and promptly.
15. Obtain all information and brochures for guest inquiries.
16. Must be receptive and willing to participate in coaching, training and feedback in a positive, productive and actively professional manner.
17. Prioritize, organize and handle multiple tasks simultaneously.
18. Execute marketing promotions and programs at the direction of department manager.
19. Responsible for keeping all work stations and Wildcard club stocked with supplies and trinkets needed to perform all duties and promotions.
20. Responsible for all cleaning in the Wildcard Club and main lobby area.
21. Assist in keeping departmental costs down to ensure the departmental budget is met.
22. Sign necessary keys in and out for assigned shifts.
23. Perform other duties as deemed necessary.
24. Other duties as assigned.

**QUALIFICATION REQUIREMENTS**

1. Must be at least 18 years of age.
2. Previous guest service experience preferred.
3. High School Diploma or G.E.D equivalent required.
4. Class III gaming license issued by the Washington State Gambling Commission, issued by the Port Gamble S’Klallam Gaming Commission
5. Valid Washington State driver’s license.

**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. Please be thoughtful in explaining what is expected of this person.

**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.*