

****EXTERNAL POSITION OPENING****
GUEST SERVICE REPRESENTATIVE



Rate of Pay: Depending on Experience
Location: Seven Clans Casino Warroad, MN

Opens: 04/28/2023

Closes: Until filled
NIGHTS and SPLIT SHIFT

POSITION OBJECTIVES:

Under the general supervision of the Guest Service Supervisor is responsible to oversee guest services for Seven Clans Casinos.

DUTIES AND RESPONSIBILITIES:

- Receives guests, greets customers and answers questions regarding facility and promotions.
- Oversees activities in Guest Services/Player's Club, ensures record keeping is maintained, inventory stocked and points applied appropriately.
- Assists in conducting on-site promotions. Coordinates efforts between departments, displays literature, answers customer questions, and distributes promotional items.
- Coordinates activities with affected departments, ensure communication is maintained in a timely manner.
- Greets groups and processes applicable promotional items.
- Routes guests to appropriate personnel when presented with a question or problem not completely sure of.
- Handles gaming coupons in accordance to established procedures.
- Responsible to ensure policies and procedures are adhered to and maintained.
- Analyzes and recognizes deficiencies or problem areas and provides solutions to achieve desired results.

REQUIRED QUALIFICATIONS:

It is required the Guest Services Representative have a
High School Diploma or GED.

SEND COMPLETE APPLICATION AND RESUME TO:

Human Resources Office-Seven Clans Casino 34966 605th Ave. Warroad MN 56763
1-800-815-8293 Ext. 36040/36041 or online @ www.sevenclanscasino.com