

****2-EXTERNAL POSITION OPENING****

GUEST SERVICE REPRESENTATIVE



RATE OF PAY: Depending upon experience
LOCATION: Seven Clans Casinos –Thief River Falls, MN
OPENS: February 9, 2022
CLOSES: Until Filled

Shift: 8am-4pm & 4pm-12am

POSITION OBJECTIVES:

Under the general supervision of the Guest Service Supervisor, the Guest Service Representative is responsible to oversee guest services duties 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 G.E.D

SEND COMPLETE APPLICATION/TRANSFER REQUEST TO:

victoria.mostrom@7clans.com Human Resources Office,
20595 Center St. E. Thief River Falls, MN 56701 1-800-881-0712
Website: www.sevenclanscasino.com