** EXTERNAL POSITION OPENINGS **

GUEST SERVICE SUPERVISOR

RATE OF PAY: Depending on experience
LOCATION: Seven Clans Casinos –Red Lake, MN.
OPENS: September 22, 2020, 2020
CLOSES: October 6, 2020

POSITION OBJECTIVES:

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

DUTIES AND RESPONSIBILITIES:

- Receives guests, greets customers and answers questions regarding facility and promotions.
- Oversees activities in Guest Services, ensures recordkeeping 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.
- Schedules employees to ensure Guest Services is appropriately staffed for business needs.
- 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.
- Participates in the review of associates and completes necessary paperwork as required by established policies and procedures. Maintains training program for departmental new hires.

REQUIRED QUALIFICATIONS:

It is required the Guest Services Supervisor have at least a two-year Vocational degree, experience preferred.

SEND COMPLETE APPLICATION/RESUME TO:

Amber.bohn@7clans.com HR Office - Seven Clans Casino/TRF

10200 HWY 89 Red Lake, MN 56671 1-888-679-2501

Website: www.sevenclanscasino.com