

**** EXTERNAL POSITION OPENING****
GUEST SERVICE SUPERVISOR



RATE OF PAY: Depending upon experience
LOCATION: Seven Clans Casinos –Warroad, MN
OPENS: 07/31/2020
Closes: 08/14/2020

POSITION OBJECTIVES:

Under the general supervision of the Guest Service Manager 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, 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 AND RESUME TO:

www.sevenclanscasino.com or call (800-815-8293) ext. 36040 or 36041
Human Resources Seven Clans Casino Warroad- applications may be picked up at the front desk of the hotel or ask a Security Guard at the front door.