

# \*\* EXTERNAL POSITION OPENING \*\*

## GUEST SERVICE MANAGER

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**RATE OF PAY:** Depending on experience  
**LOCATION:** Seven Clans Casinos –Thief River Falls, MN  
**OPENS:** May 27, 2020  
**CLOSES:** Until Filled

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### **POSITION OBJECTIVES:**

Under the general supervision of the General Manager is responsible to oversee Guest Services for Seven Clans Casino/TRF.

### **DUTIES AND RESPONSIBILITIES:**

- Receives guests, greets customers and answers questions regarding facility and promotions.
- Oversees activities in Guest Service, ensures recordkeeping is maintained, inventory stocked and points applied appropriately.
- Required to assist 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 upheld 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 Service 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 Manager have at least a two-year vocational degree or GED experience preferred.

### **SEND COMPLETE APPLICATION/RESUME TO:**

[Victoria.mostrom@7clans.com](mailto:Victoria.mostrom@7clans.com) Human Resources Office,  
20595 Center St E. Thief River Falls, MN 56701, 1-800-881-0712  
Website: [www.sevenclanscasino.com](http://www.sevenclanscasino.com)