



## JOB DESCRIPTION

**POSITION TITLE:** Customer Service Representative  
**DEPARTMENT:** Marketing  
**SALARY:** \$15.00  
**POSTING DATES:** **Until Filled**

### GENERAL DESCRIPTION:

Will be under the direct supervision of the Customer Service Manager. Will assist customers in any way possible.

### DUTIES, RESPONSIBILITIES AND AUTHORITY:

- Greets and assists all guests (answers questions for new guests, resolve problems). Greet and complete all necessary paperwork, including the counts, for all tour companies and shuttles.
- Cover coat check duties when assigned, and maintain brochure racks.
- Assist with sales and marketing promotional activities, (issuance of tickets, gift certificates and coupons)
- . Be familiar with and understand gaming and service areas.
- Assist guests with club membership information.
- Assist guests with club membership application.
- Enter guest data and maintain guest database.
- Assist guests with checking and redeeming points.
- Have a professional appearance and manners while on duty.
- Answer customer service phone.
- Assist telephone operators when required to.
- Other duties as may be assigned.

### RELATIONSHIP TO OTHER POSITIONS AND ENTITIES:

Works closely with all departments in the Casino. Is under the direct supervision of the Customer Service Manager.

### QUALIFICATIONS:

Must have a High School Diploma or GED. Data entry/computer experience, type at least 40 wpm. Must be eligible for a gaming license and consent to a background check.

### EMPLOYMENT STATUS:

Full-time permanent position. Includes full benefits package. Tribal and Indian preference applies.