

Spotlight 29 Casino Job Description



Job Title: Call Center Operator
Department: Information Technology Department

SUMMARY:

Responsible for efficiently answering PBX console for incoming calls, outgoing calls, and interoffice calls. Other duties as required.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and have the desire to work in the hospitality industry and serve our guests. The requirements listed below are representative of the knowledge, skill and or ability required. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide outstanding customer service to guests and all other employees by exceeding our mission statement to be the premier entertainment experience in the Coachella Valley.
- Uses console to answer and transfer incoming calls.
- Answers, screens, and routes outside calls using proper telephone etiquette.
- Acts as liaison between casino and guest.
- Communicates general casino and entertainment information to guest.
- Operates paging system to relay in-house announcements, guest messaging and paging.
- Communicates with valet and contacts taxis, shuttles and locksmiths when necessary.
- Communicates via radio to slot attendants, slot technicians, housekeeping and maintenance for all departmental needs.
- Creates guest reservations for casino promotions, birthday parties and shows.
- Books reservations for Restaurants.
- Collects coin-in information and e-mails the appropriate departments.
- Possesses working knowledge of daily events.
- Possesses thorough knowledge of facilities and services available to guest.
- Relays specific information of surrounding area to guest.
- Updates telephone directory.
- When requested, adds Free Play to customer account in accordance with the provisions of the Minimum Internal Controls (MICS) and the Tribal Internal Controls (TICS).
- Must be capable of presenting a positive image of the Casino to its guests and vendors and to assist them as required.

- Must follow all safety policies and procedures and attend all scheduled safety meetings and training as a condition of employment.
- Performs any other duties that may be assigned from time to time.

SUPERVISORY RESPONSIBILITIES:

This job has no supervisory responsibilities.

EDUCATION AND EXPERIENCE:

- Must possess high school diploma or equivalent
- Previous experience preferred

CERTIFICATION, LICENSES AND ANY ADDITIONAL REQUIREMENTS:

- Must pass pre-employment and periodic random drug screens
- Must be able to pass background suitability investigation
- Must obtain a Tribal Gaming License
- Must provide proof of eligibility to work in the United States within 72 hours of employment

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- The Casino is open 24 hours per day, seven (7) days per week; therefore, you must be flexible to work any and all shifts.
- The Casino is a gaming facility.
- The Casino is not a smoke-free environment.

INDIAN PREFERENCE ACT:

The Twenty Nine Palms Band of Mission Indians has a resolution on file with Human Resources to ensure that Indian Preference will be adhered to in the following order in accordance with IPA:

1. Tribal Members
2. Other Native Americans
3. All other ethnic groups