



Twenty-Nine Palms Enterprises Corporation Job Description



Job Title: Guest Services Supervisor
Department: Marketing Department
Base Wage/Salary: DOE
Reports To: Player Development Manager
FLSA Status: Exempt
Prepared By: Sharon Marshall
Prepared Date: June 30, 2011
Approved/HR: Sharon Marshall
Approved/GM: Tom Sedlock
Approved Date:

SUMMARY:

Direct, manage and coordinate all guest service stations and guest service activities at the Spotlight 29 Casino including the day-to-day Bus program operation to ensure all customers are given appropriate recognition, service, promotional considerations and assist in the enrollment of new members into Club 29. Assure proper service levels and manage the provision of all guest services for scheduled and unscheduled guest service operations by performing the following duties personally or through subordinate supervisors.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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 and the High Desert.
- Review guest service activities and cause reports to ascertain data required for strategic, tactical and personalized guest service operations.
- Direct the preparation of work of the guest service employees as described by the marketing plan; implement and monitor an efficient and effective schedule to obtain optimum utilization of human resources and facilities.
- Coordinate the activities of the guest service staff and dispatching of guest service employees as needed to ensure that the guest service operations meet company policies and regulations.
- Direct preparation of guest lists, Club 29 member list; promotional and advertised manifests, and plans for successful follow through on guest services as required through promotional efforts of the marketing department.
- Establish and maintain Standard Operating Procedures for all Guest Service Positions including measurable performance standards.

- Conduct and evaluate training and performance records of employees to determine and formulate training designed to increase employee efficiency.
- Must be available by cell phone 24 hours a day, seven (7) days a week.
- Ensure that all guests receive the required information concerning Spotlight 29 Casino's bus program as well as Spotlight 29 Casino's promotions, events, live entertainment, and Casino layout and respond appropriately to all guest inquiries
- Promote and encourage the participation in the bus program and the enrollment of guests into Club 29.
- Prepare weekly bus schedule based on the established and approved marketing Bus Program Budget.
- Contact, in person or through telecommunication, alternative transportation companies as directed by the Player Development Manager.
- Maintain documentation on bus patrons' needs and consult with the marketing department on customer service improvements. Prepare and present reports of customer comments and suggest resolutions to the Guest Services Manager.
- Assist in the execution of all aspects of all promotional activities with accuracy and efficiency.
- Assume administrative responsibilities as assigned by the Player Development Manager.
- Ensure compliance with all Minimum Internal Control Standards (MICS) as well as all Tribal Internal Control Standards (TICS)
- Present 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.
- Perform any other duties that may be assigned from time to time.

SUPERVISORY RESPONSIBILITIES:

The Guest Services Supervisor is responsible for the overall direction, coordination, and evaluation of this operational unit. Carry out supervisory responsibilities in compliance with Spotlight 29 Casino's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

EDUCATION AND EXPERIENCE:

- Must possess high school diploma or equivalent.
- Must possess minimum Two (2) years experience in Supervisory position.
- Associates degree (A.A.) preferred.

- Three (3) years related experience and/or training preferred.
- Computer literate.

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.

While performing the duties of this Job, the employee is regularly required to sit, talk, or hear. The employee is frequently required to stand, walk; use hands to finger, handle, or feel; and reach with hands and arms. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

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.
- Be aware that surveillance cameras and audio equipment monitor the premises recording activity throughout the facility on a 24-hour, 7 – day per week basis

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

I have read and understand all of the elements of the above Guest Services Supervisor Job Description.

Signature

Date