



Spotlight 29 Casino Job Description

Job Title:	Casino Marketing Representative
Department:	Marketing
Reports To:	Casino Marketing Manager
FLSA Status:	Non-Exempt
Prepared By:	Sharon Marshall
Prepared Date:	June 13, 2018
Approved/HR:	Sharon Marshall
Approved/GM:	Michael Frawley
Approved Date:	

SUMMARY:

Greet all guests and act as a Spotlight 29 and Tortoise Rock Casino information center by answering guest inquiries concerning casino promotions, live entertainment, special events, and The 29 Palms Band of Mission Indians.

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: "We are here for the guest. Period"
- Act as a liaison between Marketing and the casino guest, communicating with both to expedite customer requests.
- Present a positive image of the Casino to its guests and vendors and to assist them as required.
- Upon being notified of the guest's arrival, must be present and ready for the guest.
- Must have strong knowledge of all local attractions.
- Provide constructive feedback to the Marketing staff to ensure guest satisfaction.
- Inform guests of the advantages and benefits of Club 29 membership.
- Know the casino layout in order to assist customers in locating services such as restrooms, cash cage, table games areas, restaurants, specific slot machines games, etc.
- Know the events occurring at the casino; including but not limited to, the featured bands in the showroom, lounge, table games events, slot events, etc., and advise Casino guests accordingly.
- Be thoroughly familiar with all Spotlight 29 Casino promotions, including but not limited to, rules and guidelines for guest participation, the location where guests can enter the promotions and advise guests accordingly.

- Assist in the distribution of prizes, promotional items, and awards offered in the Casino's various promotions.
- Make public announcements as required.
- Assist the Marketing Department with posting in-house advertisements.
- Assist in the Gift Shop, including exchanging points for merchandise based on company policy.
- Answer customer's questions concerning location, price, and use of merchandise.
- Be aware and understand the total price of merchandise purchased by customer to determine bill.
- Accept payment and give proper change.
- Wrap or bag merchandise for customers.
- Sell tickets for entertainment acts in the Spotlight Showroom.
- Handle large amounts of cash at one time.
- Remove and record amount of cash in register at end of shift.
- Enter new customer data and other sales data for current customers into a computer database; Accesses the CMS system, Infogenesis system, Star Tickets system, and other files and data information systems as needed.
- Develop and maintain relationships with customers.
- Maintain a clean work environment. Clean shelves, counters, or tables, etc., as needed.
- Comply with Spotlight 29 Casino's policies and applicable laws.
- Ensure compliance with all Minimum Internal Control Standards (MICS) as well as all Tribal Internal Control Standards (TICS)
- 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:

None

EDUCATION AND EXPERIENCE:

- Must possess a high school diploma or equivalent.
- Computer literate
- Capable of typing 40 wpm

- Three to six months related experience and/or training; or equivalent combination of education and experience

CERTIFICATION, LICENSES AND ANY ADDITIONAL REQUIREMENTS:

- Must pass 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; use hands to finger, handle, or feel; and reach with hands and arms. The employee is frequently required to stand, walk and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Occasionally, with mechanical assistance and while wearing a back brace, the employee will be required to move up to 1000 lbs. Specific vision abilities required by this job include 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 Casino Marketing Representative Job Description.

Signature

Date