



Job Description

Job Title: Casino Ambassador
Department: Marketing
Base Wage/Salary: DOE
Reports To: Marketing Manager
FLSA Status: Non-exempt
Prepared By: Rudy Rodriguez
Prepared Date: July 22, 2019
Approved/HR: Rudy Rodriguez
Approved/CFO: Marcia Martin
Approved Date:

SUMMARY:

Greet guests and act as a Spotlight 29 Casino information center on the Casino Floor by answering guest inquiries concerning casino promotions, live entertainment and special events, and The 29 Palms Band of Mission Indians. The primary responsibility of the Casino Ambassador is to enroll casino guests into Club 29 on the Casino floor while using the applicable system to determine the value of each player and liaise with Casino Hosts, Slots and Table Games, and other Departments as needed.

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”
- Assist guests with understanding our Kiosks, including how to review promotion information, comp points, cash back points, and Club 29 related activity.
- Service the Kiosks by stocking them with Club 29 Cards, performing cleaning functions, and troubleshoot problems as needed.
- Inform guests of the advantages and benefits of the Club 29 membership; answer questions regarding club benefits and educate customer on the use of their card and enroll them into the program.
- Meet or exceed daily, weekly and monthly enrollment quota. Re-print Club 29 Cards for guests.
- Know the casino layout in order to assist customers in locating such services as restrooms, cash cage, table games areas, cafe, specific slot machines games, etc.
- Know the events occurring at the casino; including but not limited to, the featured bands in the 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.
- Act as a liaison between Marketing and the casino guest, communicating with both to expedite customer requests.
- Must have strong knowledge of local attractions.
- Provide constructive feedback to the Marketing staff to ensure guest satisfaction.
- Establish and maintain high standards of public relations through direct contact with guest.
- Perform various customer service and marketing functions as directed.
- Ability to respond to common inquiries or complaints.
- 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)
- 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.
- May oversee Guest Services Representatives in the absence of a Guest Services Supervisor from time to time.
- 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.
- Sales background 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 frequently required to stand; walk or sit; talk or hear; use hands to finger, handle or feel, 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, and peripheral vision.

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

I have read and understand all of the elements of the above Casino Ambassador Job Description.

Signature

Date