

# Mazatzal Hotel & Casino

## **JOB ANNOUNCEMENT**

**POSITION:** Players Club Representative  
**DEPARTMENT:** Marketing  
**STATUS:** Full-time  
**SHIFT:** Swings  
**RATE:** \$12.80 p/hr

**NUMBER OF POSITIONS:** 1  
**REPORTS TO:** Players Club Supervisor/Lead  
**SUPERVISES:** N/A

**JOB SUMMARY:** Players Club Representative is responsible for providing consistent, courteous guest service to all Mazatzal Hotel & Casino guests. Representative will accurately input guest data in casino management system (OASIS), issue player's club cards, input guests into promotions, redeem incentives/prizes and answer questions about Mazatzal Hotel & Casino and/or promotions and events with fanfare and enthusiasm.

### **ESSENTIAL JOB FUNCTIONS:**

- Provide excellent customer service for all guests of the Casino at all times and in all activities.
- Provide guests accurate information about Mountains of Money Players Club Program, promotions, and events.
- Utilize casino management system (OASIS) to create guest accounts, input guests into promotions, issue player club cards, redeem incentives/prizes and update/maintain accurate guest information.
- Make important promotional/information announcements utilizing casino public address system.
- Scan gaming areas for un-carded play, "Hot Players" and periodically walk gaming areas encouraging guest to enroll in player's club program and/or issue complimentary services.
- Assist the Marketing Department with promotions/events as required.
- Other duties as required to deliver excellent entertainment experiences to guests.

### **QUALIFICATIONS:**

- Exceptional customer service skills.
- Ability to multi-task and prioritize based on operational needs.
- Working knowledge of Oasis Casino Management System preferred.
- Working knowledge of MS Excel and MS Word.
- Excellent written and oral communication skills.
- High School diploma or GED required.
- Must work well in a team environment.

### **PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:**

- Blood Pressure must fall under accepted guidelines by the American Heart Association or clearance from a medical doctor.
- Physically mobile with reasonable accommodations to sit/stand for long periods of work time.
- Must have flexibility in schedule to meet casino needs.
- Must have bending mobility to reach, kneel, twist, and grip items while working.
- Read, write, speak and understand English.
- Must be able to lift 25 lbs. and carry up to 15 lbs.