

Employee Requisition Form

Position to Be Filled: Call Center Agent

Purpose Provide exemplary customer service to the Guests of the Tachi Palace Casino Resort by responding to guest inquires and complaints.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Answer all incoming telephone calls in a professional and timely manner.
- Use an effective approach to handle special telephone tasks like call transfers, taking messages, call backs, hold interruptions and unintentional disconnects.
- Make hotel reservations using the appropriate etiquette and computerized programs.
- Maintain a working knowledge of room rates, types, locations, package plans, special features, information on all outlets, hours of operation and various events on property to provide superior service.
- Take all Associate call-ins, log and notify department Supervisor/Manager of call-ins.
- Effectively use questioning and listening skills that support effective telephone communication.
- Effectively deal with job stress, angry callers and upset customers.
- Use the most appropriate way to communicate with different behavior types by applying the elements of building positive rapport with different types of customers on the telephone.
- Apply the proper telephone etiquette to satisfy various customer situations.
- Apply appropriate actions to effectively control a telephone call.
- Identify voice skills and how to enhance a good telephone presentation.
- Meets commitments to customers.
- Display time flexibility towards work schedule.
- Complete call logs and call reports in a timely manner.
- Comply with all departmental policies, procedures, and directives.
- Ensure compliance with all safety, health, and environmental policies, procedures, and regulations within the department.
- High School Diploma or GED required
- Experience with computerized Hotel reservations and PBX preferred.
- Must possess effective communication and organizational skills.
- Must have a professional and pleasant demeanor.
- Knowledge and skills to use general office equipment, multi-line telephone systems, copiers, and facsimiles.
- Must have the ability to stay calm in emergency situations.
- Understand the impact of attitude in handling calls professionally.
- Any other duties as assigned.

Reports To:	Supervisor
Starting Rate of Pay:	D.O.E
Approximate Hours:	40
Date Needed:	ASAP
Filling Deadline:	Open Until Filled

Recruitment Representative

Date Posted