



Employee Requisition Form

Position to Be Filled: VIP Representative

Purpose: : Responsible for assisting with the daily operations of the Casino Host department.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Serve as an ambassador for the Casino Host Staff and casino/hotel guests.
- Possess a basic knowledge of Word & Excel.
- Excellent communication and organizational skills.
- Guest service oriented.
- Possess (or a willingness to train for) a working knowledge of Oasis Super Playmate or similar player tracking system.
- Possess (or a willingness to train for) a working knowledge of LMS or a similar property management system.
- Book reservations for guest rooms, transportation, dining, and entertainment for VIP casino/hotel guests.
- Maintain an awareness of current promotions, mail offers, special events, and entertainment calendar.
- Assist with check-in for VIP hotel guests.
- Ensure compliance with all Human Resources policies and procedures, promoting an environment that treats all people with respect, and prohibits discrimination and harassment of any kind.
- Ensure compliance with all safety, health, and environmental policies, procedures, and regulations within the department.
- Any other duties as assigned.
- High school diploma or general education degree (GED) required.
- 6 months of data entry experience.
- 1 year customer service experience.
- Second language other than English is a plus.
- Any other duties as assigned

Reports To: Plyer Development Manager
Starting Rate of Pay: D.O.E
Approximate Hours: Full-Time
Filling Deadline: Open Until Filled

