



Employee Requisition Form

Position to Be Filled: Guest Service Assistant Manager

Responsible for managing the Guest Service Department in providing outstanding service and hospitality.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assists Guest Service with overseeing activities in the Premiere Club; ensuring points are applied properly, record keeping is maintained, inventory stocked, information disseminated properly and answer customer queries.
Assist with the implementation of promotions and VIP events in the casino; handle details of promotions to ensure success; provide support to the Marketing Department.
Oversees slot machine tournaments, promotional contests/drawings and any other event planned; will consist of setting up displays, helping determine contest rules and internal controls, completing all compliance and tax forms, overseeing sign up, collecting information of winners, taking photographs to use promotional purposes, and distributing prizes.
Ensure guests are greeted in a timely and appropriate manner through assisting in building training programs and scripts to optimize team member productivity.
Assists Director with developing and monitoring annual budget.
Analyzes and recognizes deficiencies or problem areas and provides solutions to achieve desired results.
Creates and maintains the schedule for the department.
Ability to maintain strict confidentiality with player information.
Maintains a consistent and regular attendance record.
Properly trains team members. Complete and issue performance reviews.
Ensure compliance with all safety, health, and environmental policies, procedures, and regulations within the department.
Associate degree in Business, Marketing, Communications, or similar field equivalent combination of experience and education may substitute
Must have at least 3 years appropriate experience with strong customer service experience.
At least 2 years direct supervisory experience over multiple employees.
Must be professional, polite, and respectful towards all guests (internal and external).
Must be able to handle extended hours when necessary and varying shifts.
Any other duties as assigned.

Reports To:
Approximate Hours:
Filling Deadline:

Marketing Director
Full Time
Open Until Filled

