



Employee Requisition Form

Position to Be Filled: Guest Service Supervisor

Purpose: Provide exemplary customer service to the Guests of the Tachi Palace Casino Resort by supervising, directing, and coordinating the activities of Guest Service Representatives.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assist in the development, ongoing modification, enhancements, and execution of the Premier Club.
- Assist in the overall operations of the Premier Club Program, assist in development of annual budget, and establishment of Club Policies and procedure. Verify Premier Club Card accounts for accuracy and validity; ensure timely issuance of card to Club Member.
- Contribute to effective coordination between departments by attending a variety of meetings to share information, plan/schedule events, analyze and solve problems.
- Maintain all attendance records for employees.
- Participates in meetings, providing information and reports as required.
- Properly trains team members.
- Monitors associate's performance during their shift. Providing coaching and counseling when necessary.
- Complete and issue performance reviews.
- Ensure compliance with all Human Resources policies and procedures, promote 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.
- High school diploma or general education degree (GED) required.
- Minimum 1 year supervisory experience.
- Minimum 1 year of customer service experience.
- Any other duties as assigned.

Reports To: GS Manager

Approximate Hours: Full-Time

