

**Job Title:** Player's Club Attendant  
**FLSA:** Non-exempt  
**Reports to:** Player's Club Manager

**Department:** Player's Club  
**Status:** Seasonal  
**Pay Grade:** 5

**Summary:**

The Player's Club Attendant, under direct supervision of the Player's Club Attendant Manager, is responsible for generating a positive and friendly atmosphere for all customers. Identifies and greets guests and provides complementary and other service where required. Obtains new player cards. Ensures customer needs are met in a timely fashion. Promotes excellent customer service, positive public and employee relations. Presents oneself in a neat and clean appearance at all times. Responsible for providing consistent, courteous service to all property guests, ensuring an optimal level of guest service and satisfaction is achieved and maintained. Effectively input data into tracking system. Answer questions about the property in a positive and complimentary manner.

Ensures positive customer relations through effective communications. Regularly reviews gaming area to assist customers. Greets players in a friendly manner and provides assistance where necessary. Evaluates play and point system to award complimentaries. Maintains follow up contact with customers. Attends periodic meetings and training sessions. Monitors VIP areas as assigned. Performs other duties as assigned.

**Meeting Performance Expectations:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactory. Responsibilities listed below are represented of knowledge, skills and/or ability needed to effectively execute this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

**Essential Duties and Responsibilities**

- Knowledge of principles and practices of public relations, promotions, and marketing in a customer service oriented environment.
- Knowledge of computer utilization in marketing/business operations.
- Ability to write reports and business correspondence.
- Ability to communicate effectively in the English language, both verbally and in writing with staff and the general public.
- Ability to apply basic mathematical skills.
- Ability to interpret a variety of instructions furnished in written and oral form.
- Skill in operating business computers and office machines, including in a Windows environment, specifically Word, Excel, Access, and presentation software (such as PowerPoint) Input new player information into the database system and issue/print player's cards
- Explain Marketing Club to all customers in detail and motivate guests to join club
- Reprint lost/stolen cards, void unattended/stolen cards
- Handle all point redemptions for free play and redeemable items
- Register all participants in any promotional purposes and giveaways

- Must be very well versed on property events and able to relay it to our customers
- Actively promote the Marketing Club and its benefits to S & K Gaming's customers
- Promote all eligible guest to carded, tracked players by enrolling those customers in the Marketing Club
- Conduct promotions through the Marketing Club system and help facilitate special events and promotions in and out of casino
- Distribute information about S & K Gaming properties and amenities and facilitates customer surveys on and around the property
- Retain information concerning all players club promotions entertainment and events
- Make announcements regarding casino promotions, other announcements, entertainment and events throughout casino
- Record information regarding guest, major wins, etc. for marketing department
- Minor machine maintenance
- Cleaning the casino floor, machines, chairs and stocking beverages, food, etc.
- Facilitate the flow of information by attending regularly scheduled department meetings
- Routinely inspect stock of Marketing Club materials and supplies and re-stock as needed
- Capable of handling routine customer complaints and incidents while exhibiting the appropriate discretion in identifying situations that require the attention of a supervisor
- Highly developed sense of integrity and commitment to customer satisfaction.
- Demonstrated passion for excellence with respect to treating and caring for customers.
- Ability to communicate clearly and professionally, both verbally and in writing.
- Has "thick skin" and is able to handle complaints and unpleasant customers.
- Has a pleasant, patient and friendly attitude.
- Strong decision making and analytical abilities.
- Strong detail orientation and communication/listening skills.
- Willingness to work a flexible schedule and occasional overtime when needed.
- Possess a strong work ethic and team player mentality.
- All other duties as assigned by immediate manager/or supervisor

### **Special Qualifications**

- The ability to follow instructions and to perform repetitive tasks under close supervision is required.
- This individual must be punctual and dependable in reporting to work as scheduled and completing assigned tasks.
- This individual must maintain a neat and hygienic appearance.
- This individual must be able to effectively work alone and/or with other employees in a team environment.
- Uniforms are required.
- Excellent customer service.
- Have interpersonal skills to deal effectively with all business contacts.
- Availability to work varied shifts, including weekends and holidays.

- Ability to read, analyze and interpret simple documents, such as safety rules, operating and maintenance instructions and policy/procedure manuals.
- Comply with all company regulations and policy.
- This individual will be required to successfully pass a pre-employment drug test and as a condition of employment will be subject to random drug testing.

**Qualifications/Education and/or Experience**

- High school diploma or general education degree (GED) required.
- Exceptional guest service and communication skills is required.
- Minimum of 6 months' prior experience working with the public is required.

**Certificates, Licenses, and Regulations**

- Title 31 Bank Secrecy Act (Anti-Money Laundering)
- Must pass a background check and drug screening.
- Required to obtain and maintain an unrestricted gaming license from the CS&KT Gaming Commission and NIGC. Ability to obtain and maintain a Tribal Gaming License.
- Safe Serve Certification.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is also regularly required to stand, walk, sit, and use hands to finger, handle, feel, climb or balance, and stoop, kneel, crouch or crawl. The employee must be able to lift a maximum of 40 lbs. and push, pull, or drag up to 100 lbs. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

I certify that I have read this job description and understand each one of the requirements for this position, including but not limited to the physical requirements.

By signing this document, I certify that I meet all the physical requirements for this job without limitation.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
HR Representative

\_\_\_\_\_  
Date