

Baraga Property
16449 Michigan Avenue
Baraga, MI 49908
906-353-6623 x4188
Fax: 906-353-8786



Marquette Property
105 Acre Trail
Marquette, MI 49855
906-249-4200 x204
Fax: 906-249-9610

Human Resource Office

OJIBWA CASINOS POSITION DESCRIPTION

JOB TITLE:	Guest Services Clerk	DEPARTMENT:	Marketing
LOCATION:	Marquette	SUPERVISOR:	Guest Services Supervisor
WAGE:	Grade 5 (Min: \$13.00/hr.) Part-time (<i>up to 37 hours/wk</i>) Non-Exempt Position	CLOSING DATE:	Open Continuous

The Keweenaw Bay Indian Community does not discriminate on the basis of race, color, national origin, sex, religion, or age in employment. However, individuals of Indian Ancestry and Veterans will be given preference by law.

TO APPLY, PLEASE COMPLETE A KBIC ENTERPRISE APPLICATION AND SUBMIT IT TO:

(applications may be obtained on the Ojibwa Casino website or from Human Resources)

You may email to hr@ojibwacasino.com **OR**

16449 MICHIGAN AVENUE
BARAGA, MI 49908
FAX: 906-353-8786

OR

105 ACRE TRAIL
MARQUETTE, MI 49855
FAX: 906-249-9610

POSITION SUMMARY: This position opens new customer accounts, provides customer information services and greets tour groups, ensuring guests are given the highest level of service. Responsible for selling the casino experience to customers using our facilities, participating in special events and promotions and encouraging more frequent guest visits. This non-exempt position works swing shifts as assigned to include nights, weekends and holidays.

QUALIFICATIONS/REQUIREMENTS:

1. High School Diploma, GED or High School Certificate of Completion is preferred.
2. Problem solving and communication skills are needed.
3. Good math/computer and clerical skills are essential.
4. Experience using a cash register and other standard office machinery, preferred.
5. Previous experience in hospitality, sales, marketing, promotions and/or public relations, preferred.
6. Must be able to deal with the general public and fellow employees with tact, courtesy, respect, objectivity and maturity.
7. Must be able to establish/maintain productive working relationships with guests, staff and other departments.
8. Must be able to obtain a gaming license and maintain licensure throughout employment.
9. Must be willing to work a flexible schedule, including nights, weekends and holidays.
10. Must be willing and able to obtain additional education and training as needed.

DUTIES AND RESPONSIBILITIES:

- Greets and assists guests, in a friendly and polite manner, as a casino representative and provides information concerning casino programs/promotions and casino amenities, off-site attractions, motel, restaurant and Rewards Club program.
- Provides customer information services and happily greets tour groups, ensuring guests are given the highest level of service.
- Answers incoming Casino calls and directs them to the proper extension &/or notifies staff there is a call on hold for them.
- Enters new customer accounts.
- Provides information and Rewards Club services to all club members.
- Issues promotional amenities, redeems coupons and maintains accurate records.
- Greets buses and distributes Rewards Club cards and requested coupon packages to passengers.
- Explains any benefits provided to customers that are outside of standard policy.
- Arranges special services for quality customers.
- Assists Guest Services Supervisor with special events, including attending offsite events.
- Coordinates player development functions on and off property.
- Keeps a list of high-end customers, maintaining contact via phone and personal letters and ensures that they have a great gaming experience.
- Adheres to regulatory, departmental and company policies in an ethical manner.
- Performs all other job related duties as assigned by their supervisor.
- Responsible for Title 31 compliance.
- Adheres to Federal Tax Reporting requirements for an assigned shift.
- Conducts and records accurate inventory control.
- Complies with Employee Health & Personal Hygiene Procedures.
- Other duties and tasks as assigned.

PHYSICAL REQUIREMENTS:

1. Must be able to stand, sit, walk and bend/stoop.
2. Must be able to lift/carry up to twenty-five (25) pounds, push/pull a maximum of twenty-five (25) pounds.
3. Must be able to tolerate varying noise levels, dust and/or smoke.
4. Employee must pass a pre-employment background, physical and drug screen.

This summary is intended to indicate the kinds of tasks that will be required of this position and shall not be construed as declaring what the specific duties and responsibilities of the position shall be. It is not intended to limit or modify the right of the supervisor to assign, direct and control the work of the employee, nor to exclude other duties not mentioned that are of a similar kind.