

MUSCOGEE CREEK NATION CASINO JOB DESCRIPTION

Job Title: Casino Host	Hourly/Salary: Salary
Division: Marketing Department: Marketing	Reports To: Marketing Manager
Issue Date: 11-28-2011 Closing date:	Hours: TBA

SUMMARY

The **Casino Host** will generate revenue through the development and servicing of relationships with existing and potential target guests. Responsible for the quality of service offered to patrons of Muscogee Creek Nation Casino. Effectively handles guests complaints and discrepancies, assures that all guests are dealt with in an efficient and courteous manner.

Facilitates all guest reservation requests promptly and without error. Responsible for reporting to all scheduled duties in a timely manner. Ensures guests are aware of events and supports the execution of them. Maintains high level of visibility throughout the facility. Build guest loyalty by exceeding all expectations in service and dependability. Collaborates with all departments to ensure total guest satisfaction.

This position is not limited to the duties listed in this job description. Duties can be changed, expanded, reduced or eliminated by Muscogee Creek Nation Casino to meet the business needs of the Marketing Department and Muscogee Creek Nation Casino.

Provides administrative support for the Marketing Manager by managing multiple tasks simultaneously; keeping files, material and information organized; and meeting deadlines. Acts in a supervisory capacity for the Executive Host team. Ensures that Muscogee Creek Nation Casino values and vision are understood and supported across the organization; provides administrative and project support; maintains schedules, arranges travel and budget-tracking, coordinates and records meetings. Implements and adheres to Muscogee Creek Nation Casino's health and safety rules and regulations; attends meetings as necessary. Presents a positive image at the casino and in the community. Ensures accurate distribution of all promotional assets and strict adherence to the rules, regulations and departmental policies by the Casino Host Team.

ESSENTIAL DUTIES

1. Implements office administrative procedures and practices.
2. Attends and assists all VIP parties put on by the Muscogee Creek Nation Casino.
3. Attends and assists in all promotions onsite and off.
4. Tracks the Hosts performance and attendance.
5. Types and reviews correspondence, reports and other material from rough or advanced draft using computer.
6. Obtains data and/or research information for assigned projects. File and retrieves information from manual and/or computer automated files according to established office procedures.
7. Receives telephone calls and visitors, determines nature of calls and visitor requests and directs to appropriate staff or provides information on routine matters.
8. Sorts, distributes and opens mail, prepares rough drafts for outgoing mail and sends and retrieves FAX documents.
9. Photocopies and assembles materials for distribution.
10. Runs errands and/or delivers documents to specific locations.
11. Schedules and confirm appointments, coordinates location and assembles necessary documents.
12. Maintains adequate inventory supply; ensures that office equipment is in proper working order.
13. Maintains security of sensitive documents. (Required)
14. Organizational and administrative support of special projects.
15. Performs additional job duties and responsibilities as assigned.
16. All assigned data collection, marketing, and social media tasks must be completed per management's requests.

17. Educates the players on how the tiered system works, along with every promotion running in the casino.
18. Gives presentations in staffing meetings to educate our employees on our top players needs and wants.

SPECIAL SKILLS

Must possess outstanding interpersonal communication skills, to effectively interface with guests. Ability to work diplomatically with all levels of property management; excellent written and oral communications skills; excellent customer services skills and conflict resolutions skills. Analytical abilities to construct, collect, evaluate and interpret databases on customer play. Must be flexible in scheduling, maintain a positive, friendly, upbeat attitude at all times as well as provide Guests with prompt and courteous service.

Basic skill level with PC, using software such as Excel, Word, Microsoft Outlook, Player Tracking and business enterprise systems. Must possess interpersonal skills to present concepts, persuade and influence, positively interact with customers, employees, vendors and general public. Analytical abilities to construct, collect, evaluate and interpret databases on customer play, preferences, objective and subjective aspects of customer satisfaction, effectiveness of programs and marketing objectives.

Communication Skills - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings; explains information, whether oral or written, clearly and informatively; presents numerical data effectively; able to read and interpret written information. **(Must be able to separate personal life from work, this pertains to all employee and customer relations)**

Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; places success of team above own interests; collaborates and cooperates with others; works hard to achieve win-win solutions; personally contributes to team efforts.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; completes tasks on time or notifies appropriate person with an alternate plan.

IN ADDITION TO THE AFOREMENTIONED ESSENTIAL JOB FUNCTIONS, THE LEAD CASINO HOST WILL BE EVALUATED ON THE FOLLOWING LEADERSHIP QUALITIES:

- Accountability
- Development
- Working relationships
- Judgment
- Quality of work
- Job skills knowledge
- Productivity
- Dependability
- Reliability
- Written communication
- Verbal communication
- Manageability
- Conflict resolution skills

EDUCATION

High School Diploma or equivalent is required. Must have completed 48 hours of college credit in Marketing/sales, public relations, advertising, or a business related field required from a university or credited college.

EXPERIENCE

Two (2) to three (3) years experience as a Host is preferred. Class II or III Casino experience preferred.

LICENSES/CERTIFICATIONS

Muscogee (Creek) Nation Gaming License is required.

JOB DEMANDS

Physical

Ability to maneuver in all areas of casino, travel to various on/off site venues, which may involve elevation changes in surfaces. Visual acuity to discern and examine text, graphics, color and symmetry. Speech to communicate clearly, express ideas and convey information in an understandable manner. Ability to hear for listening comprehension and to understand ideas presented through spoken words and sentences. Manual dexterity to complete run log, routine maintenance check of fluids and examine documents, records and files. Refer to Human Performance Evaluation for specific physical demands.

Mental

Social perceptiveness to assess and understand other's reactions and behavior. Critical thinking to use logic and reasoning, reach conclusions/solutions. Comprehension in assessing and analyzing and processing alpha, numeric and visual data; completing required documents accurately. Mental capacity to monitor sometimes complex driving situations to make quick decisions to manipulate/maneuver vehicles in crowded or high risk areas; tolerate stress, conduct tasks under critical deadlines. Ability to concentrate on task over a period of time without being distracted.

Environmental

Work in motor vehicle, casino operations and external environments; exposure to second hand smoke, high noise level, bright lights, fluctuative temperatures/weather conditions.

Muscogee Creek Nation Casino applies Native American Preferences in its hiring practices.

The above statements are intended to describe the general nature and level of work being performed. They should not be construed as an exhaustive list of all the essential duties, responsibilities and requirements of personnel. RSC reserves the right to substitute, amend, change, modify or discontinue any or all portions of this description/job function.