

PARAGON CASINO RESORT

Job Description

LEAD CLUB PARAGON REPRESENTATIVE

Department:	Marketing	Reports to:	Club Paragon CLUB PARAGON Supervisor
Job Code:	LED04	License:	Gaming
Position Code:	LED006	Costing:	800 8000 8012
Pay Grade:	N4	Date:	06/12/13
EEO-1 Code:	9		

SUMMARY:

Responsible for the direct supervision of Club Paragon operations and Associates on an assigned shift, when Supervisor is off, and assisting with the supervision of same, when Supervisor is on duty.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Maintains a working knowledge of CLUB PARAGON, in order to effectively explain same to guests.
- Supervises CLUB PARAGON Representatives, to ensure smooth and efficient service is provided to guests.
- Promotes CLUB PARAGON, by assisting guests through the membership process.
- Assists Shift Managers and Casino Hosts, as needed, with CLUB PARAGON related matters.
- Facilitates the flow of information throughout the department, by attending regularly scheduled meetings and conveying accurate information to Associates on assigned shift.
- Resolves problems which relate to CLUB PARAGON.
- Ensures a maximum level of guest service and satisfaction in the CLUB PARAGON booth is achieved and maintained.
- Routinely inspects stock of CLUB PARAGON printed material, cards, milestone gifts, and other necessary items, and re-stocks same, as needed.
- Issues complimentary for guests when appropriate level of play has been established.
- Assists with training of CLUB PARAGON Associates.

Paragon Casino Resort requires all Associates to consistently:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Exceed Guests expectations with quality and friendly service.
- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.
- Provide a safe working environment by complying with safety rules and reporting potential hazards.

- Comply with company performance standards and departmental policy and practices.
- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.
- Support training and development for all Associates.
- Communicate and share ideas, concerns and explain “Why” behind decisions.
- Maintain a consistent, regular attendance record.

SUPERVISORY RESPONSIBILITIES:

In the absence of the CLUB PARAGON Supervisor, the Lead CLUB PARAGON Representative directly supervises the activities of all CLUB PARAGON Associates on an assigned shift.

REQUISITE QUALIFICATIONS:

The requisite qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High school diploma or general education degree (GED) required. One to three years of applicable customer-relations experience, with progressive supervisory experience, preferred.

Qualifications: Must possess excellent communication and organizational skills. Must be familiar with, and able to operate computers, printers, and cardpunch embossers.

Must apply for, be granted and retain a valid Tribal Gaming License and State Gaming Certification during their employment with Paragon Casino Resort. Must have understanding of and abide by all regulations as stated in the Tribal-State Compact.

Language Skills: Ability to read, analyze, and interpret simple documents, such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to guest and other Associates of the company.

Mathematical Skills: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability: Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables.

Physical Demands: The physical demands described here are representatives of those that must be met by an Associate 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 Associate is regularly required to talk or hear. The Associate is also required to stand, sit, and use hands to finger, handle, or feel objects, tools, or controls. The Associate occasionally is required to reach with hands or arms, and to sit; climb or balance; and stoop, kneel, crouch, or crawl.

The Associate must frequently lift and/or move up to twenty five (25) pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an Associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually loud. The casino environment is usually smoky.