

# PARAGON CASINO RESORT

## Job Description

### HOSPITALITY COORDINATOR

<b>Department:</b>	<b>Hospitality</b>	<b>Reports to:</b>	<b>VP of Hospitality</b>
<b>Job Code:</b>	<b>COR11</b>	<b>License:</b>	<b>Non-Gaming</b>
<b>Position Code:</b>	<b>COR016</b>	<b>Costing:</b>	<b>800 8500 8520</b>
<b>Pay Grade:</b>	<b>E6</b>	<b>Date:</b>	<b>12/1/20</b>
<b>EEO-1 Code:</b>	<b>5</b>		

#### **SUMMARY:**

Responsible for providing top quality group guest assistance services support to the Hospitality Team, ensuring smooth and efficient operations in the department and in processing communications to other departments of hotel, casino and resort.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

- Composes correspondence, reports and miscellaneous paperwork; prepares outgoing mail; files correspondence and other departmental records and reports. (Hotel Front desk and Housekeeping)
- Attends weekly sales meeting. Prepares agenda and takes meeting minutes.
- Assist in the annual budget preparation.
- Has departmental monthly expense documents available for review.
- Coordinates departments travel arrangements (travel requests, purchase orders, airline tickets, hotel reservations, etc.) in accordance with company's Travel Policy.
- Orders promotional items and manages for managing department's promotional item inventory.
- Maintain Hotel Housekeeping payroll /spreadsheet.
- Responsible for all Hotel purchase order ordering.
- Interfaces with all levels of Casino, Hotel, Theater, Entertainment Gaming and F&B staff, to provide general departmental information, as necessary.
- Have a working knowledge of Hotel LMS system.
- Handles requests of internal departments for meeting space and food services, following accepted policy for bookings.
- Inspect 25-30 rooms a week.
- Responsible for all Hotel purchase order ordering.
- Responds to guest complaints and/or inquiries promptly and courteously.
- Assists with arrangements for special functions on or off property, including increasing use of outside venues for parties.
- Schedules pre-con and post-con meetings, interviews, and appointments for Convention Services Team and clients updating calendars as needed and providing recap minutes and assignments as given by Manager or Director.
- Assembles Banquet Menus; maintains an adequate supply of Hotel brochures and related printed material, re-ordering as needed.
- Answers telephone and email and gives information to callers, or routes call to appropriate individual;

takes and relays accurate messages; places outgoing calls.

- Greets visitors, ascertains nature of business, and escorts visitors to appropriate office or individual.
- Coordinates and arranges work orders with respect to convention or meeting menus.
- Maintains a working knowledge of Paragon Casino Resort's facilities, as well as special events on property, in order to advise guests and fellow Associates of same, whenever possible.
- Held accountable for the thoroughness and accuracy of departmental records and reports.
- Ensures, to a high degree, a maximum level of guest services and satisfaction.
- Receives and distributes facsimiles to the department; makes copies of printed material; routes incoming mail. Assists in the accurate maintenance of service and sales files for future repeat business and reporting needs.
- Performs other duties as assigned.

***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.

**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.

**Qualifications:** Minimum of four years strong clerical experience, in a hotel or convention environment with word processing speed of at least fifty (50) words per minute and test score of at least 70% and excel worksheet test score of over 70% required. Must possess excellent communication skills, and be computer-literate.

**Must apply for, be granted and retain a valid Tribal Gaming License 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 documents, such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to communicate effectively and politely with irate guests/clients.

**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 a variety of situations.

**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, the Associate is regularly required to talk or hear. The Associate is also regularly required to stand; walk; sit; and use hands to finger, handle, or feel objects, tools or controls. The Associate is occasionally required to reach with hands and arms, and to sit; climb or balance; and stoop, kneel, crouch or crawl.

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