

PARAGON CASINO RESORT

Job Description

RV SENIOR GUEST SERVICE REPRESENTATIVE

Department:	RV Park	Reports to:	RV Guest Service Supervisor
Job Code:	RSR01	License:	Gaming
Position Code:	RSR001	Costing:	200 2800 2800
Pay Grade:	N4	Date:	10/23/19
EEO-1 Code:	5		

SUMMARY:

Responsible for providing accurate, timely information to guest service representatives and to guests about RV policies, services and amenities, ensuring optimum guest service and satisfaction.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Maintains a thorough and complete working knowledge of all departmental procedures and assists in administration of the RV Park operations and Paragon Casino Internal Controls.
- Assists the manager in maintaining adequate staffing levels in the front desk by interviewing, selecting, training, scheduling, evaluating, assisting with career development, and promoting, disciplining and terminating associates as needed.
- Books RV Groups, maintains group contracts, mails contracts, and answers questions concerning contracts.
- Works with guests on all aspects of their stay ex: (Meeting rooms, meals, gatherings, outings, etc.). Stays in constant contact with Wagon Master of the RV Group.
- Schedules training classes and AAT classes for associates.
- Accurately maintain all long term RV guest accounting.
- Responds to guests' requests, complaints or inquiries courteously and promptly.
- Enters changing reservation information into computer system.
- Posts charges to guest accounts and process payment of accounts.
- Operates RV switchboard.
- Utilizes the hotel reservation system to confirm comp availability through interface with player tracking system. Note: Associate has no ability to change, update, modify or view additional information.
- Prepares shift cash report, balancing payments and disbursements with computer total, preparing the drop envelope for shift end, and balancing accounts.

- 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. Some college courses in Hotel or RV Management preferred.

Qualifications: Must possess excellent communication, organizational, and analytical skills. Must be able to maintain a professional, positive demeanor in stressful situations, remaining polite to the guests at all times.

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 a variety of instructions furnished in written, oral or diagram form. Ability to respond to common inquiries or complaints.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

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 in standardized 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 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.