

PARAGON CASINO RESORT

Job Description

INSIDE SALES HOST

Department:	Marketing	Reports to:	Director of Player Development
Job Code:	AMB01	License:	Gaming
Position Code:	AMB003	Costing:	800 8200 8211
Pay Grade:	N5	Date:	7/15/19
EEO-1 Code:	9		

SUMMARY:

Responsible for strictly making outbound phone calls to qualified VIP guests. Responsibilities will include informing these guests of recent offers, event invites, property amenities that they are qualified for as a tool to help drive incremental visits to the property. Phone calls to the guests will be executed in a courteous, friendly manner, directing any guest questions or complaints to the necessary department when otherwise handled by the Sales Host and promoting an exceptional standard of guest service throughout the property.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Executes outbound phone calls to VIP guests in order to invite customers to the property in a friendly, courteous manner.
- Becomes familiar with and maintains a working knowledge of Paragon Casino Resort's facilities, as well as keeping current on all Special Events and promotions in order to advise guests whenever possible.
- Encourages the use of the Paragon Preferred Player's Card. Will have targeted goals to meet ensuring new member sign ups.
- Directs any questions, concerns, or complaints to the necessary department for resolution.
- Satisfies miscellaneous guest complaints referring to the Director of Player Development when necessary.
- Assists guests with reservations for restaurants, theatre shows, hotel, golf, limo, spa and accommodations as needed.
- Prepares correspondence, memos, forms, reports, and other miscellaneous paperwork.
- Assists with planning and execution of all Player Development Special Events and functions.
- Observes special events in the lives of our guests, by preparing and mailing birthday and/or anniversary cards, newsletters, and personal notes, whenever possible.
- Acts as a representative of the company, in a guest service capacity, to promote guest satisfaction and repeat business.
- Maintains a professional appearance and positive attitude at all times.

- Accesses guest information by computer.
- Evaluates and issues guest complimentarys in accordance with Paragon Casino Resort's policies and System of Internal Controls.
- Records information on new guests and updates computer files as needed.
- Maintains positive relationships with known players.
- Facilitates the reactivation of inactive players through telemarketing and mail outs.
- Compiles guest feedback and informs management of findings on a regular basis.
- Maintains and adheres to all department service standards as well as providing documentation and achieving monthly goals.
- Responsible for reviewing all Title 31 documentation in assigned area, monitors all cash movement and reports all suspicious activity to Title 31/Credit Department immediately.
- 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) and one year related experience and/or training telemarketing and sales recommended. At least one year VIP services experience or 1 year of inside sales experience recommended.

Qualifications: Excellent communication skills required. Effective organizational skills required. Must be a self-starter, motivated, versatile and responsible. Must attend Title 31 Training Class and receive a passing score on the testing every six months.

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 basic documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to make effective and persuasive speeches and presentation on departmental information to the Host Department and management.

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, the Associate is regularly required to talk or hear. The Associate is also 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 loud. The casino environment is usually smoky.