

# PARAGON CASINO RESORT

## Job Description

# VIP/Casino Services Supervisor

<b>Department:</b>	Marketing	<b>Reports to:</b>	Shift Manager VIP/Casino Services
<b>Job Code:</b>	SUP01	<b>License:</b>	Gaming
<b>Position Code:</b>	SUP030	<b>Costing:</b>	800-8200-8221
<b>Pay Grade:</b>	N6	<b>Date:</b>	11/21/19
<b>EEO-1 Code:</b>	9		

### SUMMARY:

Responsible for the successful overall activities and direct supervision of Call Center/VIP Services on an assigned shift, in accordance with Paragon Casino Resort policies and procedures.

### ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Monitors and ensure all related systems Hotel lodging and Guest Revenue are configured correctly, validated and working to full capacity
- Runs reports for expecting arrivals, departures from LMS, Patron Management and ARTS.
- Assists in the scheduling work hours of Call Center/Casino Services Associates as well as the scheduling of breaks to provide adequate staffing and optimum guest service.
- Monitors and controls room blocks and the assignment of all suites during concerts, events and off peak periods on a daily basis.
- Supervises the Call Center Casino Services Associates to ensure smooth and efficient service is provided to guests, by assisting guests through the reservation and check in process.
- Assists Shift Managers and Casino Hosts, as needed, with Call Center/ Casino Services elated matters.
- Facilitates the flow of information throughout the department, by attending regularly scheduled meetings and conveying accurate information to associates on an assigned shift.
- Responds and resolves guests' requests, complaints or inquiries courteously and promptly.
- Ensures a maximum level of guest service and satisfaction with Hotel Front Desk areas is achieved and maintained.
- Utilizes the hotel reservation system to confirm comp availability through interface with the player tracking system.
- Evaluates and issues guest complimentaries for all venues, ensuring that they are in accordance with Paragon standards.

- Able to work other duties as assigned
- Flexible in scheduling and able to work all shifts.
- Monitor the selling and upselling of goods in services offered by the resort.
- Uphold and enforce Paragon Casino Resort's policies and System of Internal Controls.
- Issues Player's Club guests benefits to all venues upon request as well as directly to the guest.
- Accesses guest information from the computer and updates information as needed.
- Facilitates some reservations for hotel, meals, golf tickets, tournaments and transportation and scooters, where applicable.
- Facilitates complimentary for guests when appropriate level of play has been established.
- Assists with the training of Call Center/associates.
- 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.

**SUPERVISORY RESPONSIBILITIES:** Directly supervises the activities of all Casino Services

**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. Two (2) to three (3) years of casino operations and hotel reservations experience, with progressive supervisory experience required.

**Qualifications:** Must possess effective communication skills. Must be familiar with and able to operate computers, printers and cardpunch machines.

**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 guests 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 reasoning 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 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. When on the casino floor, the noise level increases to loud. The casino environment is usually smoky.