

PARAGON CASINO RESORT

Job Description

SENIOR VIP SERVICES SUPERVISOR

Department:	Marketing	Reports to:	Director of Casino Marketing
Job Code:	SUP11	License:	Gaming
Position Code:	SUP036	Costing:	800 8200 8221
Pay Grade:	E8	Date:	11/01/2023
EEO-1 Code:	9		

SUMMARY:

Responsible for the successful overall activities and direct supervision of VIP Supervisors and associates on all shifts, in accordance with Paragon Casino Resort policies and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Acts as a resource to the Marketing department by developing and promoting standards, policies, and procedures for the accomplishment of department objectives.
- Runs reports for expecting arrivals, and departures from LMS, Patron Management, ARTS, and Rainmaker.
- Monitor and analyze call volume to assist in scheduling work hours of VIP Supervisors and associates and scheduling breaks to provide adequate staffing and optimum guest service.
- Monitors and controls room blocks during concerts, events, and off-peak periods on a daily basis.
- Supervises the VIP Supervisors and associates to ensure smooth and efficient service is provided to guests, by assisting guests through the reservation and check-in process.
- Assists Shift Managers, Casino Hosts, and the Marketing department when needed.
- Facilitates the flow of information throughout the department, by attending regularly scheduled meetings and conveying accurate information to associates on all shifts.
- Participates in the preparation and execution of monthly and yearly budgets as well as monitors monthly financials to ensure accuracy and explanation of any variances.
- Responds and resolves guests' requests, complaints or inquiries courteously and promptly as they relate to VIP.
- Ensures a maximum level of guest service and satisfaction with VIP in areas is achieved and maintained.
- Facilitates complimentaries for guests when appropriate level of play has been established.
- Assists and facilitates with the timely, accurate, thorough training of VIP Supervisors and associates.
- 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 VIP Supervisors and associates on all shifts.

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 to three years of casino operations and hotel reservations experience, with progressive supervisory experience preferred

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.