

PARAGON CASINO RESORT

Job Description

PREFERRED PLAYERS' CLUB REPRESENTATIVE

Department:	Marketing	Reports to:	Lead PPC Representative
Job Code:	REP01	License:	Gaming
Position Code:	REP002	Costing:	800 8000 8012
Pay Grade:	N3	Date:	05/03/12
EEO-1 Code:	9		

SUMMARY:

Responsible for promoting the success of the Preferred Players' Club, by assisting guests through the membership process, and explaining the benefits of membership.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Distributes PPC membership forms to guests at the PPC Counter, and assists guests in completing same.
- Maintains a working knowledge of the PPC Club, in order to effectively explain same to guests.
- Provides smooth and efficient service to guests.
- Maintains a working knowledge of Paragon Casino Resort's facilities, as well as current and upcoming special events, in order to advise guests and fellow Associates of same, whenever possible.
- Assists Shift Managers and Casino Hosts, as needed, with PPC related matters.
- Facilitates the flow of information throughout the department, by attending regularly scheduled departmental meetings.
- Resolves minor guest conflicts which relate to PPC.
- Ensures a maximum level of guest service and satisfaction is achieved and maintained.
- Distributes program coupons to guests at PPC booth and redeems coupons as necessary; issues scripts.
- Routinely inspects stock of PPC printed material, and re-stocks same, as needed.
- Issues complimentary for guests when appropriate level of play has been established.

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: Must possess excellent communication and organizational skills. Must be familiar with, and able to operate computers, printers, and cardpunch machines.

Language Skills: Ability to read, analyze, and interpret simple documents, such as safety rules, operating and maintenance instructions, and procedure manuals.

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

The Associate must frequently lift and/or move up to ten (10) pounds.

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.