



**Gold Country Casino and Hotel
Tyme Maidu Tribe-Berry Creek Rancheria
Job Description**

Job Title: Players Club/Box Office Representative
Department: Promotions
Reports to: Players Club Lead
FLSA Status: Non-exempt

SUMMARY: Provides support to Casino operations by providing excellent customer services when answering telephones or assisting customers.

ESSENTIAL JOB DUTIES ASSIGNED:

- Responsible for cash handling, sales and reconciliation of event/concert ticket sales
- Receiving phone ticket orders and processing correctly
- Using a POS system, process credit card orders
- Use WinTix ticketing program and OASIS player tracking systems (will train)
- Operates 10-key, adding machines and other office machines
- Responsible for exceptional customer service
- Follow oral and written directions and comply with all applicable GCC Policies and Procedures for employment conduct and department specific policy
- Complete basic financial record keeping and reports
- Establish and maintain cooperative business relationships with vendors, customers, and co-workers
- Must maintain a regular attendance record
- Must maintain confidentiality with financial data and department personnel issues
- Responsible for behaving in a professional manner at all times while working as a representative for Gold Country Casino. This includes, but not limited to phone etiquette and customer courtesy
- Responsible for maintaining the highest degree of confidentiality, professionalism and ethical business conduct.

- Answer phones, customer questions and transfer to appropriate departments or take messages.
- Page customers or employees on microphone when necessary.
- Make announcements on microphone about casino promotions and events.
- Enter customer information into the computer and issue Players' Club cards.
- Assist with senior promotions.
- Assists with other promotions, as needed.
- Be knowledgeable about all casino activities and programs.
- Be knowledgeable about machines, table games, and locations.
- Help with bus patrons, as needed.
- Notify snack bar and blackjack of bus counts.
- Assist Casino Floor Managers with floor counts.
- Keep work area clean and free from obstacles.
- Keep accurate logs of senior and bus counts.
- Acknowledge customer as they are leaving and thank them for coming.
- Know who you should refer customers to for more detailed information.
- Know whom a customer should be directed to for a compliment or a complaint.
- Have friendly interactions with customers and co-workers in a courteous and professional manner.
- Some computer skills necessary.
- Other duties within the department may be assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must pass initial drug screening, background investigation, random drug tests and credit check.

Language Skills:

Ability to read and interpret documents such as operation instructions and procedure manuals. Must have the capability to write routine reports and correspondence. Ability to apply commonsense understanding to carry out a variety of instructions furnished in written, oral or diagram form. Have the ability to speak effectively before groups of benefit representatives and Employees of the Casino.

Mathematical Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Reasoning Ability:

Must have the ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a

variety of instructions furnished in written, oral, diagram, or schedule form. Must have the ability to deal with problems, which may involve several concrete variables.

Physical Demands:

The physical demands described here are representative of those that must be met by an Employee to successfully perform the essential functions of this job.

While performing the duties of this job, the Employee is regularly required to talk or hear. The Employee frequently is required to stand, walk, sit and use hands and finger coordination, handle, or feel objects. The Employee is occasionally required to reach with hands and arms. Employee is occasionally required to lift and/or move up to 50 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 Employee encounters while performing the essential functions of this job.

The noise level in the work environment is usually moderate. When on the casino floor, the noise level increases to loud. The casino floor is a smoking environment and the Employee must be able to tolerate tobacco smoke.

Native American Preference