



POSITION DESCRIPTION

Bay Mills Resort & Casinos

POSITION:	FunCard Host	LICENSED:	Yes
DEPARTMENT:	Marketing Department	GRADE:	11 (\$12.50-18.75)
REPORTS TO:	FunCard Manager	STATUS:	Non-Exempt

POSITION SUMMARY:

Under the direction of the FunCard Manager, the FunCard Host solicits new members, answers questions to current members, and promotes play in a friendly and courteous manner.

ESSENTIAL FUNCTIONS:

1. Provides exemplary customer service by “Exceeding Expectations One Opportunity at a Time”.
2. Solicits and enrolls FunCard membership.
3. Explains FunCard rules to customers.
4. Updates member files as necessary.
5. Produce replacement cards for members.
6. Redeem points and issue prizes to members.
7. Adjust points as requested by management.
8. Greet buses when necessary.
9. Keep promotional kiosks stocked and running.
10. Respond to questions regarding the FunCard Club.
11. Maintain abandoned card file. Complete procedure forms, as instructed.
12. Maintains neat, clean and professional appearance.
13. Exhibits professionalism and courtesy with patrons.
14. Maintain the point redemption systems.
15. Must be willing to work at both facilities.
16. Perform the drawings when a Promotions Host is not available.
17. Assist Promotions Host with drawings as needed.
18. Responsible for learning and following daily policies and procedures for the Marketing Department and Bay Mills Resort & Casinos.
19. Must attend all mandatory trainings designated by the Human Resources Department and/or Department Directing, including Title 31.
20. Performs and ensures compliance with the Bay Mills Gaming Commission Rules and Regulations.
21. Other duties may be assigned within the scope and complexity of this position’s essential functions.

PHYSICAL REQUIREMENTS:

While performing the duties of this job, the employee is regularly required to sit with occasional standing and walking. Occasionally the employee must crawl, kneel, and push/pull with frequent bending, squatting, and crouching. The employee must frequently lift and/or move up to 35 pounds.

POSITION REQUIREMENTS:

1. Must have a High School Diploma or equivalent.
2. Previous experience in the Fun Card Department desired.
3. Must be able to obtain a gaming license through the Bay Mills Gaming Commission and maintain eligibility throughout employment.
4. Must be able to work a flexible schedule including holidays and weekends.
5. Must have demonstrated sales ability and have excellent verbal and written communication skills.
6. Must possess a personable, customer service attitude along with organizational ability to handle multiple tasks simultaneously.
7. Must present a well-groomed, professional appearance and speak, understand and write in the English language.
8. To perform this position successfully, an individual must be able to satisfactorily perform each function listed under the essential functions and physical demands categories of this position description.
9. Must have an excellent past work record, including attendance.

PREFERENCE: Preference will be given to those of Native American descent.

CLOSING DATE: OUF

APPLY TO: Send Resume and Application to:

Erin Forrester; HR Generalist
Bay Mills Human Resources Department
12124 W. Lakeshore Drive
Brimley, MI 49715
(906) 248-8526

eforrester@baymills.org

Subject:

Applications can be found on the Bay Mills website at www.baymills.org under the employment section