



POSITION DESCRIPTION

Bay Mills Resort & Casinos

POSITION:	Promotions Host	LICENSED:	Yes
DEPARTMENT:	Marketing Department	GRADE:	18 (\$15.25-22.88)
REPORTS TO:	Promotions Manager	STATUS:	Non-Exempt

POSITION SUMMARY:

Under the direction of the Promotions Manager and the Marketing Director, the Promotions Host is responsible for coordinating and communicating all promotional activities on the casino floor in an enthusiastic, friendly and courteous manner. This position also performs various guest service functions to ensure that our casino patrons receive the highest level of service attainable.

ESSENTIAL FUNCTIONS:

1. Provides exemplary customer service by “Exceeding Expectations One Opportunity at a Time”.
2. Conducts promotional activities for customers.
3. Announces and displays products, services, and promotions available to customers.
4. Coordinates promotional activities, with the Promotions Manager and the Marketing Director, to ensure all rules and regulations are followed in a fair and equitable manner.
5. Must prepare and deliver all required paperwork for Cage and Accounting for prizewinners.
6. Greets and provides guest assistance in a friendly, responsive manner.
7. Maintains a professional, neat, and clean appearance.
8. Greets guests actively engaged in gaming areas and provides information to casino guests.
9. Monitors the casino floor for customer service needs.
10. Monitors player tracking system and the gaming floor to identify rated customers to maximize rate play growth year on year.
11. Provides player comps within policy and guidelines.
12. Responsible for identifying and promoting niche-marketing opportunities to reactivate players, increase trip frequency or generate increased play.
13. Responsible for assisting and planning, coordination and implementation of all Player Development events, programs and initiatives to increase trip frequency and/or rated pay.
14. Responsible for monitoring the play habits, program and offer usage and preferences of all assigned players to increase casino revenue.
15. Responsible for maintaining a regular contact stream with all assigned players.
16. Responsible for contacting assigned players regarding hotel reservations, parties, events, concerts and all other initiatives or programs necessary.
17. Seeks approval from supervisory personnel for higher level comps.
18. Encourages players to utilize FunCards and promotes benefits of Funcard to players.
19. Communicates and documents conversation and outcome with patrons.
20. Answer questions regarding facility, services and current promotions.
21. Logs pertinent information regarding comps and services provided.
22. Assists the marketing and other departments with duties as needed.

23. With a winning attitude, ensures our customers have a positive experience while on property.
24. Must insure all customer and company information is held in strict confidentiality.
25. Responsible for Marketing Department records and reports as designated by the Promotions Manager and the Marketing Director.
26. Responsible for coordinating placement of signage with Promotions Manager and the Marketing Communications Manager and other departments.
27. Responsible for learning and following daily policies and procedures for the Marketing Department and Bay Mills Resort & Casinos.
28. Must attend all mandatory trainings designated by the Human Resources Department and/or Department Directing, including Title 31.
29. Performs and ensures compliance with the Bay Mills Gaming Commission Rules and Regulations.
30. 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 stand with frequent walking and sitting. Occasionally the employee must bend, squat, and crouch. The employee is occasionally required to use hands for firm manipulation and reach with hands and arms above shoulder level. The employee must occasionally lift and/or move up to 25 pounds.

POSITION REQUIREMENTS:

1. Must have a high school diploma or equivalent.
2. Must have one to three months' related experience.
3. Must be able to obtain a gaming license through the Bay Mills Gaming Commission and maintain eligibility throughout employment.
4. Must be proficient in Microsoft Excel and Word.
5. Must possess a personable, customer service attitude and personality.
6. Must present a well-groomed, professional appearance and speak, understand and write in the English language.
7. Ability to multi-task, maintain composure and show self-confidence.
8. Needs the ability to resolve customer complaints and satisfy hospitality requirements while adhering to company policy.
9. Must be dependable and flexible with work schedule, willing to work weekends, holidays and special events.
10. 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.
11. 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:

Jazlyn Walden Parker; HR Generalist
Bay Mills Human Resources Department
12124 W. Lakeshore Drive
Brimley, MI 49715
(906) 248-8528

jwparker@baymills.org

Subject:

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

