



13767W County Road B
Hayward, WI 54843

Job Description

Job Title: Party Club Representative
Department: Marketing
Reports to: Marketing Assistant
Pay Range: Grade 2

Basic purpose or function: Promotes positive guest and employee relations through Players Club enrollment and promotions.

Job Responsibilities:

- Promotes positive guest and employee relations
- Supports the implementation of promotions on the casino floor.
- Process department coupon giveaway item related paperwork
- Enroll guests into the Players Club and Table Trac and assist them with membership activity
- Perform coat check responsibilities as needed
- Ability to effectively resolve guests complaints
- Maintain paperwork and keep all files up to date and accurate
- Smile and be courteous to all guests
- Attend casino sponsored special events i.e. Musky Festival, Lumberjack World Championships.
- Perform other duties as assigned
- Must maintain strict confidentiality of player information

Minimum Qualifications:

- Good public relations and strong oral communications skills
- General knowledge of computer word processing/data entry
- Present a neat, clean, professional appearance
- Ability to work varying hours and days (to include weekends and holidays).
- Must be able to work well on a team
- High School Diploma or equivalent
- Minimum of 18 years of age
- Schedule flexibility

Native American preference applies to all candidates for this position.