



13767W County Road B  
Hayward, WI 54843

## Job Posting

Job Title: Loyalty Club Representative  
Department: Marketing  
Reports to: Loyalty Club Supervisor/Marketing Assistant/Manager  
Pay Grade: NE5  
Position Type: Key  
Opening Date: May 26, 2021  
Closing Date: Until Filled

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**Basic purpose or function:** Promotes positive guest and Team Member relations through Loyalty Club enrollment and promotions.

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### **Job Duties:**

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- Promotes positive guest and Team Member relations
- Supports the implementation of promotions on the casino floor.
- Process department coupon giveaway item related paperwork
- Enroll guests into the Loyalty Club and assist them with membership activity
- Perform coat check, Valet and Gift Shop responsibilities as needed
- Promotes emotional connections with guests and team members
- 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.
- Must maintain strict confidentiality of player information
- Ability to work varying hours and days (including weekends and holidays)
- Perform other duties as assigned

### **Job Qualifications:**

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- Good public relations and strong oral communications skills
- General knowledge of computer word processing/data entry
- Present a neat, clean, professional appearance
- Must be able to work well on a team
- High School Diploma or equivalent
- Must be able to obtain a gaming license
- Minimum of 18 years of age

**Native American preference applies to all candidates for this position.**

Apply online at:

[www.sevenwindscasino.com](http://www.sevenwindscasino.com)

Our Team

If you are unable to apply online, submit information to:

Human Resource Department  
Sevenwinds Casino, Lodge & Conference Center  
13767W County Road B  
Hayward, WI 54843

Doug Merrill, Training & Development Specialist  
715-634-5643 Ext. 6121

Tina Coss, Human Resource Manager  
715-634-5643 Ext. 6107