



13767W County Road B  
Hayward, WI 54843

## Job Posting

Job Title: Loyalty Club Representative  
Department: Marketing  
Reports to: Loyalty Club Supervisor/Promotions Supervisor/Director  
Starting Rate: \$15.40 - \$18.48  
Position Type: Key

Opening Date: February 3, 2026  
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. Creates custom promotional items using production equipment.

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### **Job Duties:**

- Promotes positive emotional connections with guests and team members.
- Supports the implementation of promotions on the casino floor.
- Process department coupon giveaway items related to paperwork.
- Enroll guests into the Loyalty Club and assist them with membership activity.
- Perform regular maintenance on contents of player accounts.
- Perform Gift Shop responsibilities as needed.
- Follow proper money handling procedures while operating Point of Sale system.
- Learn and promote sellable goods during guest interactions.
- Continue to upsell other property amenities including food, beverage, events, and lodge.
- Remain knowledgeable about current promotions, specials, and casino events.
- Ability to effectively resolve guest's 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.
- Operate production equipment to create custom items for guests and Team members.
- Must maintain strict confidentiality of player information.
- Be willing to train in other departments as needed.
- Research competing casino incentives and events for promotional advantages.
- Utilize guest feedback to consistently improve reception of casino promotional incentives.
- Ability to work varying hours and days (including weekends and holidays)
- Perform other duties as assigned.

### **Job Qualifications:**

- 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:

Sevenwinds Casino, Lodge & Conference Center  
Human Resource Department

13767W County Road B  
Hayward, WI 54843

Tina Coss, Human Resources Director  
715-634-5643 Ext. 6107  
Or  
Tamara Christman, Training Specialist  
715-634-5643 Ext. 6121