13767W County Road B
Hayward, WI 54843

Job Posting

Job Title:	Loyalty Club Representative
Department:	Marketing
Reports to:	Loyalty Club Supervisor/Promotions Supervisor/Manager
Starting Rate:	$15.40 - $18.48
Position Type:	Key
Opening Date:	11/13/26
Closing Date:	11/28/26

Basic purpose or function: Promotes positive guest and Team Member relations through Loyalty Club enrollment and promotions. Creates custom promotional items using production equipment.

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 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
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