



Vacancy Announcement

- Title:** Players Club Supervisor
- Reports To:** Marketing Manger
- Location:** Yreka, CA
- Salary:** \$16.00 - \$18.50 per hour, (DOE)
- Classification:** Full Time, Regular, Non-Exempt, Non-Entry Level
- Summary:** Oversee daily operations of the Players Club. Assist Slot Manager in all aspects of guest relations and maintenance of player database.

Application Deadline: December 11, 2017 by 5:00pm

Applications are available at all Tribal Offices or on the Internet at www.rainrockcasino.com

The Karuk Tribe's **(TERO) Preference and Drug & Alcohol Policy** apply. If selected applicants must successfully pass a drug screening test and be willing to submit to a criminal background check.

Job descriptions are available online at: www.rainrockcasino.com or by contacting the Human Resource Department, Telephone (530) 598-5445, Fax: (530) 493-5322, Email: dbernal@rainrockcasino.com



Position Description

Title: Players Club Supervisor

Reports to: Marketing Manager

Location: Yreka, CA

Salary: \$16.00 _ \$18.50 per hour, (DOE)

Classification: Full-Time, Regular, Non-Exempt, Non-Entry Level

Summary:

Oversee daily operations of the Players Club. Assist Slot Manager in all aspects of guest relations and maintenance of player database.

Responsibilities:

1. Supervise and schedule Players Club Representatives.
2. Report system issues to Director of Player Development.
3. Develop, implement and maintain standards and procedures for Players club.
4. Determine the training needs of staff and administer the appropriate instruction, guidance and training & development activities.
5. Evaluate staff's work performance and implement personnel actions where applicable including hiring, adverse actions, and team member development and performance evaluations.
6. Manually enter points into system on a daily basis.
7. Ensure win/loss requests are fulfilled in a timely manner.
8. Provide the highest level of guest service within the Players Club.
9. Ensure that supervision is provided at all times while the Players Club is open.
10. Maintain proper documentation and record all transactions for promotions and events within the guidelines of the Gaming Commission.
11. Maintain Players Club schedule.
12. Provide information and explain Players Club benefits, property amenities & marketing programs to our guests.
13. Communicate effectively both orally and in writing.
14. Shall be polite and maintain a priority system in accepting other position related job duties as assigned.

WORKING CONDITIONS & ENVIRONMENT

1. Must be able to supervise others.
2. Must be able to maintain focus in a high volume, fast paced environment.
3. Must be able to multi-task.
4. Will be working in a smoke-filled environment.
5. Have ability to work all shifts, weekends, holidays & special events as needed.
6. Must have ability to work in a fast-paced atmosphere.
7. Must possess the ability to lift at least 50 pounds.
8. Must be able to stand for long periods of time.

LEVEL OF AUTHORITY & RESTRICTIONS

1. Will supervise Players Club Reps.

MINIMUM REQUIREMENTS:

1. Must be at least 21 years of age.
2. Two (2) years' experience in a Players Club experience (required).
3. One (1) year supervisory experience (required).
4. Must participate in Title 31 training once a year.
5. High School Diploma or GED.
6. Must have proven experience with MS Office, Word & Excel.
7. Must know 10-key by touch.
8. Must possess planning & organizational skills.
9. Must possess reasonable ability to communicate in English.
10. This position is subject to pre-employment drug testing and criminal history background check which may include fingerprinting.
11. Must have employment eligibility in the U.S.
12. Must receive and maintain a valid high security gaming license from the Tribal Gaming Commission.
13. Indian preference will be observed in the hiring process.
14. Must adhere to confidentiality policy

ACKNOWLEDGEMENT

I hereby acknowledge that I have read and reviewed this Job Description with my Team Leader. I also acknowledge that I have full and complete understanding of this Job Description and agree to the above noted Duties, Responsibilities, Requirements and Conditions.

Team Member Name

Signature

Date

Team Leader Name

Signature

Date

Council Approved: *(date)*

Chairman's Signature: _____