



Vacancy Announcement

Title: Guest Service Agent

Reports To: Front Desk Supervisor

Location: Yreka, CA

Salary: \$18.50 - \$23.00 per hour, (DOE)

Classification: Full-time, Non-exempt

Summary:

The Guest Service Agent at Rain Rock Casino Resort Hotel is responsible for providing exceptional customer service to guests throughout their stay. This includes checking in and checking out guests, answering inquiries, and ensuring that all guests have a pleasant and comfortable experience. The role requires strong communication skills, a friendly and professional demeanor, and the ability to manage guest requests promptly. The Guest Service Agent will also assist with reservations, handle guest concerns, and collaborate with other departments to ensure all service standards are met. This position plays a key role in creating a welcoming environment for guests, enhancing their overall experience at the resort.

Application Deadline: *Open Until Filled*

Applications are available at all Tribal Offices or on the Internet at www.rainrockcasino.com, just click on the tab for Rain Rock Casino. 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) 777-RAIN, Address: 777 Casino Way, Yreka, CA 96097, Email: Human-resources@rainrockcasino.com



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Responsibilities:

1. Serve as the first point of contact for hotel guests, providing exceptional interpersonal and guest service skills. Greet, register, and assign rooms to guests while offering an overview of available services.
2. Issue room keys and ensure accurate guest information is recorded in the system to meet all guest needs and requests.
3. Handle guest check-ins and check-outs efficiently, using the reservation system to assign rooms and input guest data.
4. Answer calls, respond to guest inquiries, and process requests, ensuring a high level of service and satisfaction.
5. Resolve guest complaints promptly and empathetically, ensuring a positive experience for all guests.
6. Maintain and monitor guest accounts, post charges such as food or gift shop purchases, and handle invoicing and payments, ensuring accurate reconciliation of daily cash flow.

7. Process reservations in a timely manner, making note of special requests to ensure guest satisfaction.
8. Provide information on Rain Rock Casino amenities, promotions, dining, and entertainment options to guests.
9. Ensure understanding of room types and available accommodations.
10. Maintain cleanliness and organization of the front desk and surrounding areas.
11. Be knowledgeable about safety and emergency procedures, adhering to accident prevention policies.
12. Collaborate effectively with other departments to ensure smooth operations and communication.
13. Answer incoming calls and transfer them to the appropriate departments, providing assistance where necessary.
14. Perform a variety of clerical duties and assist with projects as required.
15. Occasionally assist the housekeeping department with tasks as needed.
16. Provide guests with rides to and from the casino using the electric cart when necessary.
17. Be available to work all shifts, including overtime, as needed by business demands.
18. Maintain a polite and professional demeanor, following a priority system when accepting other duties as assigned.

Working Conditions & Environment:

1. The noise level in the work environment is usually loud.
2. Must be available to work in a smoke-filled environment.
3. Must be able to work all shifts, weekends, and holidays.
4. Must be able to lift and/or move up to 60 pounds.

Level of Authority & Restrictions:

1. Non-supervisory position.

Minimum Requirements:

1. Must be at least 21 years of age
2. High School diploma or GED (required).
3. Apply common sense understanding to carry out simple one or two step instructions.
4. Must possess reasonable ability to communicate in English.
5. Must be able to solve mathematical problems of at least 5 digits with 2 decimals.
6. Highly self-motivated and directed.
7. Good verbal and written communications skills.
8. Keen attention to detail.
9. Pleasant telephone voice and manner required.
10. Proven analytical, evaluative, and problem-solving abilities.
11. Ability to effectively prioritize and execute tasks in a high-pressure environment.
12. Extensive experience working in a team-oriented, collaborative environment.
13. Must be found suitable to have a Tribal Gaming License (or the ability to obtain and maintain a license) as a requirement for this position.

14. Must have employment eligibility in the U.S.
15. Must adhere to confidentiality policy.
16. Must successfully pass a drug screening test and criminal background check.

Tribal Preference Policy:

In accordance with the TERO Ordinance 93-0-01, Tribal Preference will be observed in hiring.

Veteran's Preference:

It shall be the policy of the Karuk Tribe and Rain Rock Casino to provide preference in hiring to qualified applicants claiming Veteran's Preference who have been discharged from the United States Armed Forces with honorable and under honorable conditions.

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.

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_____	_____	_____
Team Member Name	Signature	Date

_____	_____	_____
Team Leader Name	Signature	Date