



Vacancy Announcement

Title:	Guest Service Agent
Reports To:	Front Desk Supervisor
Location:	Hotel
Salary:	\$18.50 - \$23.00 per hour, (DOE)
Classification:	Full-time, Non-exempt
Summary:	The Guest Service Agent is dedicated to serving the guests of Rain Rock Casino Hotel as the first point of contact in person or by phone. Provides friendly, courteous and professional service at all times.

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: dsanders@rainrockcasino.com



Position Description

Title: Guest Service Agent

Reports to: Front Office Manager

Location: Hotel

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

Classification: Full-time, Non-Exempt

Summary:

The Guest Service Agent is dedicated to serving the guests of Rain Rock Casino Hotel as the first point of contact in person or by phone. Provides friendly, courteous and professional service at all times.

Essential Duties and Responsibilities including the following:

1. Demonstrates exceptional interpersonal and guest services skills
2. Serves as the first point of contact to Hotel guests. Greets, registers and assigns rooms and spaces to guests.
3. Provides an overview of guest services upon check-in.
4. Issues room keys.
5. Ensures accurate and adequate documentation and information to meet guest's requests.
6. Registers guests by inputting information into computer and assigning them rooms.
7. Answers calls and processes requests from guests.
8. Effectively resolves guest complaints with understanding and compassion.
9. Monitors availability and maintains guest accounts. Posts charges to guest accounts such as food or gift shop charges.
10. Processes reservations in a timely manner to guarantee proper handling of all reservations. Makes special note of guest requests to guarantee guest satisfaction.
11. Handles stressful situations and is able to make informed and efficient decisions.
12. Answers inquires pertaining to Rain Rock Casino amenities, promotions, dining and entertainment.
13. Understands room types.
14. Checks-in/Checks-out guests in the Reservation System.
15. Computes guest invoices, collects payments and accurately reconciles daily cash flow during shift in accordance with policies and procedures.

16. Understands all safety and emergency procedures. Follows accident prevention policies.
17. Maintains effective and efficient communication relationships with various departments.
18. Maintains the cleanliness and neatness of the front desk and surrounding back area.
19. Available to work all shifts as required by business needs, including potential overtime.
20. Answers incoming calls and transfers to appropriate departments.
21. Performs a variety of clerical duties and projects.
22. Occasionally asked to help the housekeeping department.

23. Knowledge of current Rain Rock Casino promotions, menus and events.
24. Maintains and gives guests rides to and from the casino with the electric cart.

25. Shall be polite and maintain a priority system in accepting other position related job 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.

Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge and skills or abilities required.

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 possess and maintain a valid state driver's license and be insurable by the RRC's insurance carrier.
14. Willing to travel and participate in training as recommended or required.
15. Must have a Tribal Gaming License (or the ability to obtain and maintain a license) as a requirement for this position.
16. Must have employment eligibility in the U.S.
17. Must adhere to confidentiality policy.

- 18. Must successfully pass a drug screening test and criminal background check.
- 19. Indian preference will be observed in the hiring process.

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.

Team Member Name	Signature	Date
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Team Leader Name	Signature	Date
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Original to HR
Copy to Team Member
Copy to Team Leader