

Job Profile Title:	Rep Players Club
Job Code:	14608
Business Title:	14608 Rep Players Club
Grade / Band:	03
FLSA Status:	Non-Exempt

### Primary Purpose:

It is the responsibility of the Players Club Marketing Representative to assist guests at the Players Club desk or other assigned area with all aspects of their account and to enroll new guests in the loyalty program while providing excellent guest service. All duties are to be performed in accordance with federal, state, local laws, regulations, and ordinances, as well as department and Company policies, practices, and procedures.

### Principal Duties & Responsibilities

Assist players with all requests in a professional and timely manner; answer questions and address problems
Explain the loyalty program in detail and redeems guests' points for express comps
Evaluate members' status and issue complimentary amenities based on established Company guidelines
Utilize all aspects of the Player Tracking System; input player information into the database system and issue loyalty program cards
Protect the confidentiality of all company files and document under immediate control
Communicate new ideas to upper management in order to improve productivity
Resolve guest complaints within scope of authority and otherwise refer the matter to management; notify supervisor of all unusual events, circumstances, missing items, or alleged theft
Perform other job-related duties as requested

### Required for All Jobs

Performs other job-related duties as requested.
Proof of eligibility to work in the United States

### Additional Requirements

Details	Required/ Preferred
Work varied shifts, to include weekends and holidays	
High school diploma or equivalent	
Experience in a face-to-face guest service position	
Bilingual, English as the primary or secondary language	
Gaming Registration	

### Knowledge, Skills and Abilities

KSAs
Proficiency in Microsoft Office, Players Club/Patron, Opera, VIPR, Cognos 8, SQL, Symposium, APrimo, ORS, E commerce, CTS, and other relevant software

Knowledge, Skills and Abilities

## Work Environment

While performing the duties of this job, the associate is required to work within the selected work environments.

Work Environment	N/A	Rarely	Occasionally	Frequently	Constantly
Communication - verbal					
Communication - written					
Confined area					
Contacts - works alone					
Contacts - works around others					
Contacts - works with others					
Exposure to dust / dirt					
Exposure to fumes / odors					
Extreme cold					
Extreme heat					
Fast pace					
Hazardous conditions - Chemicals					
Hazardous conditions - high structures					
Hazardous conditions - high voltage					
Indoors					

## Mental Requirements

While performing the duties of this job, the associate is required to work within the selected mental requirements.

Mental Requirement	N/A	Rarely	Occasionally	Frequently	Constantly
High pressure					
Judgment					
Long hours					
Math skills - advance					
Math skills - basic					
Memorization					
Organization					
Perception					
Reading - simple					