Concierge

POSITION DESCRIPTION

REPORTS TO:
Guest Services Manager

SCOPE OF POSITION:
The Marketing Concierge ensures Guests feel a welcoming attitude when actively playing in the High Limit Area. Ensures all Guests are actively playing in the area and securing their visits from loiters.

DUTIES AND RESPONSIBILITIES:
The following are examples only and are not intended to be all inclusive or restrictive; other duties may be assigned as necessary.

- Performs all functions in accordance with applicable Tribal, Federal and other laws and gaming regulations and Kickapoo Lucky Eagle policies and procedures.
- Ensures the highest possible standards of guest service are provided and listens and responds to guest concerns and questions.
- Proactively greets guests entering the High Limit Area while ensuring active players have privacy.
- Ensures top-notch professional appearance of High Limit Area, and promptly communicates housekeeping requirements.
- Provides guest service responsibilities to players in the High Limit Area, including food and drink orders.
- Communicates needs of Black Card members to the Executive Casino Host.
- Responsible for maintaining inventory of food/snack items in High Limit Lounge.
- Attends and satisfactorily completes all required training as assigned and required.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS:
To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily.

- Must be at least 18 years of age.
- Ability to be present at work for assigned schedule including nights, weekends, holidays and extended hours when required.
- Must possess effective decision-making and social skills and be knowledgeable of hotel and casino events, attractions and restaurants.
- Ability to perform assigned duties under frequent time pressure in an interruptive environment.
- Must have excellent guest service skills and interpersonal skills to deal effectively with all contacts and possess the ability to maintain a professional appearance and cordial attitude.
- Must be people-oriented and able to work independently.
- Ability to define problems, collect data, establish facts, and draw conclusions. Ability to

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- Must be people-oriented and able to work independently.
- Ability to define problems, collect data, establish facts, and draw conclusions. Ability to understand complex instructions and material. Ability to mentally process abstract ideas.
- Working knowledge of office equipment with strong skills in Microsoft Office.
- Able to lift 20lbs.

EDUCATION AND EXPERIENCE:
Must have high school diploma, or GED. Guest Service experience preferred.

MATHEMATICAL SKILLS:
Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimal, and work with mathematical such as probability and inference.

LANGUAGE SKILLS:
Possess exceptional English oral and written communication skills. Spanish or other language skills a plus.

EMPLOYMENT AUTHORIZATION:
Must be able to provide authorization to work in the United States. Required to obtain and maintain a gaming license from the KTTT Gaming Commission. Responsible to keep all documents current and valid at all times. Kickapoo Tribe or other Tribal preference preferred.

PHYSICAL & WORK ENVIRONMENTS:
The physical and work environments described here are representative of those that must be met and are encountered by an employee to successfully perform the essential functions of this job.

While performing the duties of this position, the employee is regularly required to stand, sit, walk, bend for extended periods; reach with hands and arms; talk and listen on a regular basis;

Ability to work for extended periods in an office under artificial fluorescent lighting with varying noise levels and in a smoke filled environment.

Must be able to perform under pressure, concentrate for a prolonged periods and able to work long hours under stressful conditions. Specific vision abilities include the ability to adjust vision.

The employee may be exposed to the risks associated in attempting to resolve issues with difficult guests and extremely irate staff members.

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