

JOB DESCRIPTION FOR: EXECUTIVE CASINO HOST

Department: 21 – Marketing

Reports to: Marketing Manager

Position Summary: Directly responsible for the management and development of the Player Development department. The primary focus of this position is to generate and increase casino revenue through marketing strategies and development of guest relationships. Works closely with all departments to ensure positive guest entertainment experience.

Essential Duties and Responsibilities: The employee will be responsible for two specific areas of responsibility, Player Development Relations and Player Development Strategic Planning and Coordination.

Player Development Relations Responsibilities:

- Acts as a resource for guests, management and team members, to ensure a maximum level of satisfaction and service throughout the department and the company.
- Effectively resolves guest complaints and/or conflicts, in a fair, equitable manner.
- Responsible for directing the daily operations of the Player Development department including scheduling, goal setting, coaching and mentoring.
- Works with Marketing Manager to identify and develop goals to increase revenue in the following categories: tiered player club levels, new members, and at risk players.
- Develops, coaches, and manages the Host Team performance objectives (i.e. floor, mail and phone contacts, comp exceptions, performance evaluations, etc).
- Produces and summarizes departmental progress reports to include: new members, Wild Eclipse, Wild Premier, Wild Advantage, and at risk guests; outbound solicitation and host monthly objectives.
- Works internally and externally to encourage players to gamble at the property effectively increasing trips and incremental revenue, some travel might be necessary.
- Assigns VIP lists to Casino Hosts and manages individual list.
- Executes casino promotions, player events, entertainment and/or other property specific events.
- Interviews and hires department team members.
- Performs all other duties as assigned

METHODS OF ACCOUNTABILITY

- Ability to maintain strict confidentiality relative to financial data and casino policies.
- Through various oral and written reports to the Marketing Manager.
- Through achievement of performance goals.

STANDARDS OF PERFORMANCE

A. Individual Proficiencies

- Management abilities demonstrated in managing Player Development department, entertainment, promotions and special events.
- Public relations and customer service skills.
- Maintaining interpersonal working relationships among all personnel.
- Oral and written communication skills, including the ability to effectively communicate to large groups of people.
- Ability and willingness to assume overall responsibility relative to the performance of the Player Development Department, entertainment, and promotions.

B. Job Performance

- Management of established budget and other performance goals.

- Effective managing of the staff.
- Accuracy in completing assigned duties, paperwork, and reports in a timely manner.

MENTAL AND PHYSICAL REQUIREMENTS

- Ability to analyze and interpret departmental needs and results.
- While performing the duties of this job, the employee is required to stand; walk, use hand to finger, handle to feel objects, reach with hands and arms; talk, and hear.
- The employee must occasionally lift and/or move up to 35 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Individual must be able to meet the attendance guidelines for the needs of the position. Wild Rose Clinton is in operation seven days a week, 365 days a year.
- Position holder must be able to work days, evenings, weekends, holidays, split shifts, and overtime as determined by business demands, special events, promotions, and department needs.
- Required to respond to concerns and complaints of internal and external guests.
- Must direct the department’s performance under pressure of high guest volumes.
- Must be continuously proactive in ensuring the highest level of customer satisfaction.

EDUCATION, TRAINING, AND EXPERIENCE

- Bachelor’s Degree in Marketing or Business preferred.
- Communications, Hospitality or related field or equivalent experience plus five years Guest Service/Player Development experience, and one year of supervisory/management experience.
- Experience in special events and/or promotions.
- Individual must be able to speak, read and write in English with the ability to communicate clearly and effectively to internal and external guests.
- Ability to read, to read, interprets, and analyzes information, instructions, and financial data.
- Ability to respond to common inquiries or complaints from guests, team members, or regulatory agencies.
- Ability to write memos, reports, instructions, procedures, policies, etc.
- Position holder must pass a pre-employment drug test, possess valid gaming license, and Alcohol Beverage Control card.
- Ability to logically and independently plan, organize, and bring tasks to completion.
- Possess and display excellent analytical, problem-solving, critical thinking and decision-making skills with ability to apply common sense to resolve problems involving variables.

WORKING ENVIRONMENT AND CONDITIONS

- Office environment.
- This individual is required to work in the casino environment subjecting him/her to cigarette smoke, bright lights, and moderate noise level.

EQUIPMENT AND TOOLS

- Telephone
- Calculator
- Copy machine
- Computer
- Radio

Employee Name: _____

Employee Signature: _____ **Date:** _____