

JOB DESCRIPTION FOR: GUEST SERVICE REPRESENTATIVE

Department: 91 Cage

Reports to: Guest Service Supervisor

Position Summary: Uses excellent guest service skills to assist players at cage. Responsible for bank monies during assigned shift. Records transactions accurately. Must be able to type, answer phones and assist with inquiries. Duties include signing up new players club members, redeeming member points, promote property amenities, participate in special functions, resolve guest complaints and provide a high level of guest service.

Essential Duties and Responsibilities:

- General cashiering duties which rely on ability to add, subtract, multiply and divide as well as count back change.
- Verifies previous count sheet and accountability sheet.
- Multi tasks while serving guests and recording transactions.
- Transfer of funds with vault and cashier banks, as well as conducting transactions with other departments.
- Verify front windows at the end of each cashier's shift.
- Comply with Title 31 Bank Secrecy Act.
- Interact effectively and professionally with the public and co-workers.
- Adhere to Wild Rose Clinton approved System of Internal Controls.
- Adhere to Iowa Code 661 Chapter 12 99.F Accounting and Cash Controls.
- Keep work areas clean and free of safety hazards, debris, and litter.
- Perform all job duties in a safe and responsible manner.
- Make bank deposits with accuracy.
- Inform guests of the features and benefits of the Wild Rose facilities.
- Resolve guest complaints.
- Key data to computer system for variety of tasks including Players Club enrollments.
- Process point redemptions accurately.
- Communicate between all key people.
- Facilitate and/or carry out promotional transactions with guests like kiosks, monthly free give away, Bounce Back, Kman and WGT – E Server.
- Process compensatory items based on directives from managers.
- Meets company attendance requirements.
- Use guest service skills as identified in the Wild Rose Recognition Program.
- Comply with Wild Rose uniform and grooming guidelines.

Qualifications and Requirements: Must be able to obtain and retain a gaming license. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily, with or without reasonable accommodation.

Special Attendance Requirements: The Wild Rose Casino & Resort is in operation seven days a week, 365 days a year. Employees will be required to work days, evenings, weekends, holidays, split shifts, and overtime. We are not able to work around outside activities or other jobs unless it is agreed to, in writing, at time of hire.

Education and/or Experience: Prior money handling experience a plus but not required. High school diploma or general education degree (GED) required. National Career Readiness Certificate (NCRC) is desirable.

Work Environment/Physical Demands: While performing the duties of this job, the employee is regularly required to stand for periods of time; walk, use hands to finger, handle to feel objects, reach with hands and arms; and talk and hear. Must be able to lift/move up to 35 pounds. The noise level in the work environment is usually moderate to loud. Must be able to work in a smoke filled environment.

Critical features of this job are described under the heading listed on the job description. Nothing in this job description restricts Wild Rose's right to assign or reassign duties and responsibilities to this job at anytime.

After reviewing the above job description, please certify, by your signature below, that you understand what you have read and that you are able to perform this job.

Print Name

Signature

Date