

## **JOB DESCRIPTION FOR: GUEST SERVICE SUPERVISOR**

**Department:** 91 - Cage

**Reports to:** Senior Guest Services Supervisor

**Position Summary:** Use excellent guest service skills to assist players at cage. Responsible for bank monies during assigned shift. Records transactions accurately. Responsible for supervising Guest Service employees, greet guests, promote property amenities, coordinate special functions, resolve customer complaints and provide a high level of guest service.

### **Essential Duties and Responsibilities:**

- General cashiering
- Problem Solving skills to resolve guest issues
- Multi-tasks while serving guests and recording transactions
- Verifies previous count sheet and accountability sheet.
- 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
- Adhere to Wild Rose Emmetsburg approved System of Internal Controls
- Adhere to Iowa Code 661 Chapter 12 99.F Accounting and Cash Controls
- Interact effectively and professionally with the public and co-workers.
- Any reasonable request made by your immediate Manager or any other Manager.
- Meet attendance requirements.
- 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.
- Perform basic math skills-ability to add, subtract, multiply and divide. Ability to count back change.
- Able to be accountable for monetary transactions.
- Good communications skills as shown by the ability to read, write and comprehend simple instructions, and short correspondence.
- Inform guest of the features and benefits of Wild Rose facilities.
- Key data to computer system for variety of tasks including Players Club enrollments.
- Monitor issuance of comps and point redemptions to ensure accuracy.
- Enter rating card information accurately into computer.
- Assess and delegate day-to-day work tasks
- Supervisory duties
- Use guest service skills as identified in the Wild Rose Recognition Program.

**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.

**Supervisory Responsibilities:** Supervises up to 6 employees, handles staffing and scheduling and providing coaching.

**Education and/or experience:** Prior money handling experience preferred. High school diploma or general education degree (GED) required. National Career Readiness Certificate (NCRC) is desirable.

**Interpersonal Skills:** Excellent guest service skills are essential. Ability to plan, organize and schedule priorities efficiently and effectively is required. Ability to define problems/issues, establish facts and draw valid conclusions. Ability to lead, motivate, encourage and manage. Frequent quick decisions are required. Must be able to work cohesively with co-workers and work as a team. Ability to carry out instructions. Ability to maintain a positive attitude towards guests, co-workers and other departments staff.

**Work Environment/Physical Demands:** The work environment can be loud and sometimes smoky in the casino. While performing the duties of this job, the employee is regularly required to stand for periods of time; walk, reach with hands and arms Must have the ability to lift up to 35 lbs.

*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