



## **GUEST SERVICES SUPERVISOR**

### **SCOPE OF POSITION:**

The Guest Services Supervisor oversees the Guest Services Department under the direction of the Guest Services Manager. Communicates directly with the guest and provides guests with prompt and courteous service. Handles and resolves problems, questions and concerns of guests. Provides administrative support for the Marketing/Guest Services Department.

### **DUTIES AND RESPONSIBILITIES:**

- Supervises assigned shift documents and reports all employee issues and concerns to the Manager.
- Responsible for the accurate and timely preparation of a daily shift report summarization. Follows up if necessary.
- Assists with the Traffic Count Log, monitors employee breaks and ensures Guest Services Representatives are treated fairly.
- Responsible for announcing Jackpot winners and providing media information to our Marketing Consultant.
- Maintain an open communication with Bus Program and Community Relations Department.
- Assists with Bus Program activities as necessary.
- Submits all necessary documentation, forms and coupons to the Accounting Department on a daily basis.
- Responsible for overseeing and ensuring all Guest Services rules and casino policies are followed by staff.
- Responsible for entering player/guest information in the Casino Player Tracking system.
- Responsible for hiring, training, evaluating and supervising staff members. Scheduling and monitoring of attendance, addressing performance issues and administering corrective action.

### **REQUIRED QUALIFICATIONS:**

- Must be at least 21 years of age.
- Must be able to communicate effectively and greet customers in a professional manner
- Ability to use Microsoft office and excel
- Must be bi-lingual English and Spanish.
- Must be able to work long hours under stressful conditions.
- Ability to add, subtracts, multiply and divides in all units of measure, using whole numbers, fractions, and decimals

### **EDUCATION AND EXPERIENCE:**

High School Diploma/GED and at least one (1) year experience in Guest Services area. Must have previous supervisory experience.

We offer medical, dental, vision care and life insurance. Salary is based on experience and qualifications. Qualified applicants must be 21 years of age, pass an extensive background investigation that includes,



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criminal, financial, educational, employment and character reference checks. Send completed application and resume to

**[talentmanager@klecasino.com](mailto:talentmanager@klecasino.com)**

in review