



JOB DESCRIPTION

POSITION: Senior Executive Host
WAGE: \$17.50/Hr. (Negotiable)
TABLE OF EQUIVALENCIES: Applies
LOCATION: Gaming Division

POSTING DATE: 7/14/2017
CLOSING DATE: 7/28/2017

Reports directly to: Player Development Manager

Every employee of North Star Mohican Casino Resort is expected to greet and service our customers in a friendly, respectful manner and create a warm, fun atmosphere so that our customers feel welcome and enjoy visiting our establishment. North Star Mohican Casino Resort strives to provide a positive team environment where everyone contributes.

STANDARD QUALIFICATIONS:

All employees of North Star Mohican Casino Resort must meet the following qualifications.

1. Must be able to obtain and maintain a Mohican Nation Gaming License.
2. Must submit to a Criminal Investigation Background Check (CIB).
3. Must have an acceptable attendance record.
4. Must submit to and pass a pre-employment drug screening and health screening.
5. Must be able to work weekends, nights and holidays.
6. Must be 18 years of age or older.

STANDARD DUTIES:

1. Must attend all required training provided by North Star Mohican Casino Resort.
2. Must adhere to all established rules, regulations, procedures and policies of North Star Mohican Casino Resort and the Marketing Department.
3. Must participate in employee random drug testing program.
4. Must be able to work with a variety of people with diverse personalities.
5. Must attend all meetings, as assigned.
6. Must dress professionally.
7. Must be reliable and prompt when reporting to work.
8. Must maintain compliance with all workplace policies, procedures, ordinances, laws and other communicated expectations, including and not limited to: Employment Manual, Gaming Ordinance, State Gaming Compact, Minimum Internal Controls, Department Procedures, memos and other communications from supervisory or regulatory personnel.
9. All other assigned duties.

EDUCATIONAL REQUIREMENTS:

1. High School Diploma or GED is required.
2. Associate's Degree in Marketing, Communications, Business or hospitality related field is Preferred.

QUALIFICATIONS:

1. A minimum of two (2) years front-of-house gaming work experience is required with proven exemplary guest service record.
2. Minimum of two (2) years of successful supervisory work experience with proven leadership abilities is required.
3. Previous successful experience is required in prioritizing goals and setting schedules for meeting goals.
4. Must be able to pass a casino math test.
5. Must be a proficient user of MS Office Suite, especially Word, Excel, and Outlook.
6. Ability to plan, organize and establish priorities efficiently and effectively is required.
7. Excellent verbal and written communications skills are required.
8. Must have ability to deal effectively with diverse and challenging situations.
9. Must have exceptional organizational skills.
10. Must maintain a dependable work attendance record with minimal absences and/or lateness.
11. Must be a team player and have the ability to work under strict deadlines.
12. Must maintain a professional attitude at all times, showing tact, courtesy and respect at all times.
13. Must possess a valid driver's license, be willing to travel and have dependable transportation.

DUTIES:

1. Responsible for the hiring, disciplining, training, scheduling, and supervising Executive Hosts, Ambassador Hosts, and Associate Hosts.
2. Responsible for mentoring and providing thorough and advanced host training to all staff at varying levels.
3. Work with Player Development Manager to create and update multi-level training program to develop high-performing hosts.
4. Ability to lead and effectively direct others with a high degree of enthusiasm and emotional intelligence through coaching and mentoring.
5. Promote the highest degree of exemplar guest relations throughout the property, both internally and externally, resolving any guest dispute promptly and in a courteous manner.
6. Assists manager by keeping the Player Development team knowledgeable of all pertinent company, department and player information.
7. Must have the ability and be more than willing to respond to guests' and team members' voicemails, texts and emails twenty-four (24) hours a day/seven (7) days a week or as often as possible.
8. Responsible for handling administrative tasks to ensure staff is providing excellent service to the guests.

9. Responsible for creating and maintaining loyalty of players with a focus on retention of assigned high valued players via quantitative goal-setting and reporting.
10. Responsible for identifying and developing players with increased potential through relationship building, event planning with pro-forma development and post-analysis, and other appropriate communication methods.
11. Responsible for working with declining players to maximize offer utilization and prevent program abuse.
12. Responsible for adhering to budgets and striving to improve the profit margin and revenues of the organization.
13. Ensures that all activities relating to player development programs and processes are communicated sufficiently through employee newsletters, articles, correspondence, communication programs, signage/collateral and memos.
14. Responsible for tasks that include but are not limited to: comp procedures, player assessment, increasing high-end guest loyalty, making event and upcoming visitation arrangements, booking special events, administrative tasks, report development, high level guest service skills, and correctly measuring player reinvestment ranges.
15. Monitors the play habits, program and offer usage and preferences of all assigned players.
16. Responsible for promoting the Players Club program and acquiring new Players Club members with moderate to high potential.
17. Under direction of Player Development Manager, takes the lead in planning, coordinating and implementing and measuring all Player Development events, programs and initiatives.
18. Ensures that staff maintains close communication with players through telemarketing, letter writing and in-person contact regarding services available and upcoming special events to encourage visitation.
19. Plans and participates in special events, onsite social functions, and offsite hosted functions.
20. Contacts and follows up with assigned players regarding hotel reservations, parties, special events, and concerts.
21. Provides general guest service information to guests.
22. Performs all clerical aspects of the job including logging of activities, submitting necessary reports, and filing of paperwork.
23. Due to the sensitive nature of guest privacy, this individual must be able to perform all duties with a high degree of integrity and confidentiality.
24. Uses discretion in all communications to, about or with customers including their arrangements and finances; to include signing a non-disclosure agreement.
25. Performs other special projects and duties as assigned.
26. Must have a flexible work schedule as shifts will vary from day, swing and weekends based on the events and needs of the department.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

27. Frequently walk, sit, use hands to handle or feel, reach with hands and arms and talk and hear.
28. Occasionally stand, stoop, kneel, crouch, crawl, lift and /or move up to twenty-five (25) pounds.

29. Work is generally performed in an office setting with a moderate noise level or in a casino setting with a higher noise level and where cigarette smoke is prevalent.
30. Work environment is NOT smoke, noise, or dust free.

Note: Applicant must include resume with employment application.

**THE STOCKBRIDGE-MUNSEE COMMUNITY OPERATES AS AN EQUAL
OPPORTUNITY EMPLOYER
EXCEPT INDIAN PREFERENCE IS GIVEN IN ACCORDANCE WITH THE
TRIBAL EMPLOYMENT PREFERENCE ORDINANCE**