



Ho-Chunk Nation

Job Description



TITLE: EXECUTIVE CASINO HOST MANAGER		JOB CODE: EXCH	
Business		EEO: 5	PAY GRADE: 13
Exempt	Flex	FUNDING SOURCE: NPD	HO-CHUNK PREFERENCE

"All employees are subject to the Drug, Alcohol and Controlled Substance Policy."

All employees will be required to attend orientation or training to attain knowledge of the history, culture and traditions of the Ho-Chunk Nation – Resolution 08-20-13K

POSITION OVERVIEW

Responsible for the supervision/management of the Promotions staff and Valet Parking Attendants (as directed); all of which ultimately enhances every interaction for our guests and employees; customer service is our top priority for both internal and external guests.

PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES

1. Practice excellent guest service and hospitality skills daily.
2. Oversee, train and manage the Rewards Club staff daily.
3. Run and develop reports from the online system and review Hosts reports daily.
4. Be knowledgeable and detail-oriented daily, in all aspects of the departmental Standard Operating Procedures.
5. Supervise additional staff members daily based on site-specific organizational chart.
6. Facilities with an ancillary site may include travel between site locations at a minimum, once per week.
7. Be knowledgeable and able to perform all job functions of the Promotions Host/Hostess and the Valet Parking Attendant as assigned by marketing management daily.
8. Authorizes comps and comply within designated limits daily.
9. Handle customer complaints; positively respond to all guest requests, concerns and issues either in person, personalized letters or telephone to promote a return visit on a daily basis.
10. Develop, monitor and manage designated operating budget monthly and annually.
11. Perform other duties as assigned.

JOB RESPONSIBILITY

Job Reports to	Supervisor – See Organizational Chart
Leadership Accountability	Interprets policy and implements operating plans.
Supervisory Accountability	Oversees supervisory level and below as designated
Organizational Accountability	Manages sub-unit of a department as designated
Financial Accountability	Manages operating budget and monitors expenditures
Customer Accountability	Interfaces with internal and external guests
Freedom to Act	Subject to regular review by supervisor



MINIMUM QUALIFICATIONS

EDUCATION:

1. High School diploma or equivalent is required.
2. A two year college degree is preferred.

ESSENTIAL:

1. All casino employees will be subject to the Criminal and Background restrictions of the Ho-Chunk Nation.
2. Must be bondable and hold a gaming license throughout employment.
3. Must have and maintain a valid driver's license and at a minimum, liability auto insurance.

EXPERIENCE:

1. Must have excellent supervisory skills and scheduling experience.
2. Minimum of two-year Slot Floorperson experience (knowledge of machine play).
3. Must have Casino Host experience.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Must work well as part of a team.
2. Possess good customer service skills.
3. Must be skilled in computer programs used to provide data, reports and analysis of information regarding the Players Club.
4. Must be personable and polite.
5. Must possess strong interpersonal skills.

WORK PLACE RESPONSIBILITY

1. Must adhere to strict confidentiality at all times.
2. Promotes positive employee and public relations.
3. Must present a neat, clean and professional appearance.
4. Maintain a safe and healthy work place environment.

WORKING CONDITIONS

1. Office setting.
2. Must have the ability to work varying hours and days, including nights, weekends and holidays to meet operational need.
3. Noisy, smoky and sometimes stressful in a fast paced multi-tasking environment.
4. Combination of standing (possibly long periods of time), sitting, walking, reaching and bending.
5. All outdoor weather conditions possible, including but not limited to: hot/humid, sub-zero, rainy, snow/icy or sunny.