



# Ho-Chunk Nation

## Job Description



<b>TITLE:</b> Promotions Host/ Hostess		<b>JOB CODE:</b> PRHS	
Business		<b>EEO:</b> 6	<b>PAY GRADE:</b> 9
Non-Exempt	No-Flex	<b>FUNDING SOURCE:</b> NPD	<b>HO-CHUNK PREFERENCE</b>

*"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**

This position will be knowledgeable and detail-oriented regarding the player tracking system, enrollment of new members and the benefits of the Players Club and current promotions/events involving their Ho-Chunk Gaming place of employment. In addition, this position may also be responsible for performing the duties of coat check; 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. Assist daily with planning all casino-related promotional activities, which include daily and large drawings, food/drink specials, guest appreciation events, concerts/shows, promotional kiosk use and other special events.
3. Enroll new members into the Players Club and describe benefits per the facility's monthly shift average.
4. Communicate daily with professionalism in an audible, clear voice and a positive attitude at all times; whether face-to-face, on the phone, over the microphone or public address system.
5. Conduct any daily sales of merchandise, event tickets or gift certificates as directed per marketing management.
6. Assist with the performance of the daily coat check duties seasonally as directed per marketing management.

### **JOB RESPONSIBILITY**

Job Reports to	Promotions Shift Supervisor
Leadership Accountability	None
Supervisory Accountability	None
Organizational Accountability	None
Financial Accountability	None
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.

**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.

**EXPERIENCE:**

1. No experience is required.

**KNOWLEDGE, SKILLS, ABILITIES REQUIRED**

1. Be knowledgeable and detail-oriented at all times in all aspects that pertain to the Players Club and the player tracking system. This includes, but not limited to: point/comp dollar redemptions, free play, Club card use and any discrepancies related to them.
2. Be knowledgeable and detail-oriented at all times in all aspects of the departmental Standard Operating Procedures.
3. Ability to use sound judgement.
4. Must work well as part of a team.
5. Knowledge of computers and keyboarding is required.
6. Must be personable and polite.
7. 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.
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.
6. Facilities with an ancillary site may include travel between site locations.