



Ho-Chunk Nation

Job Description



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|--|------|----------------------------|----------------------------|
| TITLE: Group Sales Representative | | JOB CODE: GPSR | |
| Business | | EEO: 5 | PAY GRADE: 11 |
| Non-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 executing the Marketing Plan(s) for Ho-Chunk Gaming properties. Facilitate active relationship with bus tours/groups, hotels and other attractions to increase our database with new customers. Develop loyalty with existing club members. Familiarizing tours with the Players Club and special bus tour offers. Make guests aware of the Ho-Chunk Gaming properties and their benefits 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. Promotes positive employee and public relations daily.
2. Coordinates overnight stay rooming blocks for casino tour and travel programs as needed.
3. Analyze and coordinate available hotel facilities and services offered monthly.
4. Quotes prices for potential clients as requested.
5. Prepare and mail advance brochures/ sales kits/ applications to prospective clients monthly or as requested.
6. Comply with bus and tour policies and procedures daily.
7. Schedule routine maintenance and State Inspection compliance.
8. Develop and maintain area hotel program weekly.
9. Maintain reports on bus performance weekly.
10. Create, maintain and distribute Bus Schedule for facility monthly.
11. Supervise additional staff members daily based on site-specific organizational chart.

JOB RESPONSIBILITY

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|-------------------------------|--|
| Job Reports to | Supervisor – See Organizational Chart |
| Leadership Accountability | None |
| Supervisory Accountability | Oversees supervisory level and below as designated |
| Organizational Accountability | Manages sub-unit of department as designated |
| Financial Accountability | 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.
2. Two years of college education 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.

EXPERIENCE:

1. Minimum of two (2) years prior experience in Customer Service, Sales or Gaming Operations.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Must have working knowledge of Microsoft Office Suite.
2. Excellent math skills and ability to analyze data.
3. Strong planning, organization and negotiating skills.
4. Excellent verbal and written communication skills.

WORK PLACE RESPONSIBILITY

1. Maintain a safe and healthy work place environment.

WORKING CONDITIONS

1. Office setting.
2. Ability to work varying hours and days including 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.

KEY POSITION