



# Ho-Chunk Nation

## Job Description



<b>TITLE:</b> PLAYERS CLUB MANAGER		<b>JOB CODE:</b> PLYM
Business	<b>EE0:</b> 5	<b>PAY GRADE:</b> 13
Exempt	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**

Responsible for the promotion, maintenance, budgeting and evaluation/analysis of the Players Club, its database system, its direct mail promotional programs and its associated equipment and supplies. 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. Manage and maintain the Players Club database daily.
3. Develop and oversee the implementation of all direct mail promotional programs; this includes being responsible for the loading of free play, comps and coupons daily.
4. Be knowledgeable and detail-oriented daily in all aspects of the departmental Standard Operating Procedures.
5. Provide reports and analysis of the Players Club data and promotional programs monthly.
6. Supervise additional staff members daily based on site-specific organizational chart.
7. Facilities with an ancillary site may include travel between site locations at a minimum, once per week.
8. 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.
9. Authorizes comps and comply within designated limits daily.
10. Deal with guest complaints about the Players Club daily.
11. Communicate with professionalism in an audible, clear voice and a positive attitude daily; whether face-to-face, on the phone, over the microphone or public address system.
12. Develop, monitor and manage designated operating budget monthly and annually.
13. Perform other duties as assigned by supervisor.

### **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
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## **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. Minimum of two-years working in casino or promotions experience.
2. Marketing management experience is preferred.
3. Supervisory skills are a must.

## **KNOWLEDGE, SKILLS, ABILITIES REQUIRED**

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

\*KEY POSITION\*