



Swinomish Casino and Lodge Job Description

Job Title: Executive Promotions Coordinator
Department: Host

SUMMARY

As the Street Team Coordinator will be responsible for planning and execution of brand enhancing promotion events on and offsite, that support the company's business objectives to deliver gaming volumes, market share and attraction of new players to the casino. The Street Team Coordinator is responsible for researching events and signing up the "Street Team" for these events. While ensuring that the Brand Ambassadors are providing information about Swinomish Casino & Lodge, Golf Course, Restaurants, Upcoming events, Promotions, Mobile Applications and website at these events. You will also be requested to assist as an Executive Host in an as needed basis.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Must be able to maintain a pleasant, friendly, and welcoming attitude at all times.
- Maintains a professional appearance.
- Ensures that the highest possible standards of guest service are provided. Listens and responds to guest and employee concerns and questions.
- Maintains current knowledge of all events, promotions, and special functions by reviewing all available information in order to provide new potential guests with accurate information to answer questions, handle special request, aid the guests in enjoying the best possible experience and ensures guest satisfaction.

- Actively contribute ideas and thoughts as to how to make promotions more successful.
- Generates public interest in the Swinomish Casino & Lodge brand.
- Communicates with event coordinators through telemarketing, letter writing, email, or in person about registering for promotional opportunities and special events.
- Responsible for equipment, tools, prizes and maintaining promotional vehicles clean.
- Gives out free samples and promotional items to the public.
- Maintains and keeps organized records of all off site events and reports them to the Executive Host Manager.
- Will assist the Executive Host department as deemed necessary.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); and one to three years related experience and/or training. Must be at least 21 years of age and have an outgoing personality and strong communication skills. Knowledge of all aspects of Casino gaming and host liquor laws required. A minimum of five years' experience in the gaming industry and a minimum of two years' experience in casino hosting required. Able to handle multiple tasks quickly and accurately. Must have the ability to exceed internal and external customer expectations through timely, effective and service oriented communication. Must be proficient in MS Office.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of guests or employees of organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Must have a mature judgment and the ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Class III Gaming License; TIPS Certification

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to walk, sit, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to wet and/or humid conditions. The employee is occasionally exposed to high, precarious places; outside weather conditions. The noise level in the work environment is usually moderate to loud. Regularly exposed to second hand smoke.