



JOB POSTING
TITLE: Casino Host
DEPT: Marketing
PAY: \$39,000/year

JOB SUMMARY

RED RIVER – The Casino Host is responsible for the retention and acquisition of high-end players. The Casino Host executes promotions and events. The Casino Host is also responsible for knowing all job duties, policies and procedures for a Rewards Club Representative and Lead. The Casino Host is also responsible for being visible in the community as a representative of Kiowa Casino.

MINIMUM QUALIFICATIONS

REQUIRED – High School Diploma or GED | At least 21 years of age | Associate degree in a related field and 2 year player development or equivalent combination of education and experience, including 1 year Public Speaking | **OR** | 4 years Player Development, including 1 year Public Speaking | Working knowledge of the gaming industry and the laws and regulations governing gaming operations

ESSENTIAL DUTIES – All Team Members must embrace and deliver Kiowa's Guest Service Standards to every Guest on every shift, as outlined in Orientation, the Team Member Handbook, SOP's, and any other related training | Consistently ensures an exceptional level of service and satisfaction is achieved throughout the property, exceeding the expectations of external and internal Guests alike in a timely and effective manner | Executes the Player Development Program | Responsible for acquisition and retention of high-end players | Executes marketing promotions and/or events on or off property | Executes hotel program | Trains Reward Club Rep and Leads on the execution of promotions and events | Acts as a lead for Rewards Club in the absence of a Rewards Club Lead | Tele-markets all lists provided by marketing | Tracks all Guests for all promotions and events | Greets non-enrolled slot players on an individual basis | Informs all slot players in the casino via periodic public address announcements and personal contact about the Rewards Club and its benefits | Interacts on the casino floor with Rewards Club members to answer questions about the club and to look for enrolled players who are not using their Rewards Card | Interacts with both Slot and Table Games departments to find our best guests, card them and be their contact person | Maintains knowledge of all gaming machines, player tracking systems and promotions | Promotes positive public and team member relations at all times | Helps in other related duties at management request | All other duties as assigned | Must adhere to departmental, organizational, state, and federal safety rules and regulations, applicable processes for safe operation, appropriate Personal Protective Equipment, in addition to any/all related controls for personal welfare and the safety of others |

IMPORTANT NOTES

1) This announcement describes an open position at Kiowa Casino & Hotel, as of the posting date listed below. To be eligible to apply, current Team Members must have performed competently for at least 6 months in their current position. In addition, Team Members receiving corrective action within the previous 6 months may not be eligible for transfer. If you are interested in any posted position, please contact HR for a complete copy of the job description and an application or an internal application, if you are currently employed by Kiowa.

2) Native American Preference will apply in accordance with Tribal policies. All applicants must be able to work any shift, holidays, and weekends as scheduled. Current Team Members are also encouraged to submit an updated resume with their internal application. All Team Members must submit an internal application for each interested position. For example, if you have applied for a Floor Supervisor position and one week later Floor Supervisor is posted again, you must fill out another internal application.

STATUS: 1 F/T | POSTED: 03/03/23 | REMOVE: When Filled



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