



JOB POSTING

TITLE: Rewards Club Rep
DEPT: Rewards Club
PAY: \$12.57\hr (7)

JOB SUMMARY

RED RIVER – The Rewards Club Representative effectively communicates features and benefits of the Kiowa Rewards Club programs and all related promotions to current and prospective gaming guests. Maintaining and updating guest information assuring the highest standards of data entry and the issuance of promotional items to guests. Maintains the highest standards in executing the guest service program.

MINIMUM QUALIFICATIONS

REQUIRED – High School Diploma or GED | At least 21 years of age | 2 years previous guest service experience and data entry

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 | Appropriately and effectively communicates features and benefits of the Rewards Club programs and all related promotions to the prospective gaming guest | Maintains high standards in executing the Guest Service Program | Solicits and documents guest information for marketing research purposes | Maintains database integrity by following high standards of data entry and issue rewards to guests based on their gaming | Promotes Kiowa Casino by interacting with guests in an enthusiastic, helpful and friendly manner | Acknowledges, greets and converses with guests as they approach Rewards Club | Assists in the execution of all events and promotions efficiently and effectively | 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: 04/20/23 | REMOVE: When Filled



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