

|                           |                        |
|---------------------------|------------------------|
| <b>Job Profile Title:</b> | Rep Players Club       |
| <b>Job Code:</b>          | 14608                  |
| <b>Business Title:</b>    | 14608 Rep Players Club |
| <b>Grade / Band:</b>      | 03                     |
| <b>FLSA Status:</b>       | Non-Exempt             |

### Primary Purpose:

It is the responsibility of the Players Club Marketing Representative to assist guests at the Players Club desk or other assigned area with all aspects of their account and to enroll new guests in the loyalty program while providing excellent guest service. All duties are to be performed in accordance with federal, state, local laws, regulations, and ordinances, as well as department and Company policies, practices, and procedures.

### Principal Duties & Responsibilities

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| Assist players with all requests in a professional and timely manner; answer questions and address problems  |
| Explain the loyalty program in detail and redeems guests' points for express comps   |
| Evaluate members' status and issue complimentary amenities based on established Company guidelines   |
| Utilize all aspects of the Player Tracking System; input player information into the database system and issue loyalty program cards   |
| Protect the confidentiality of all company files and document under immediate control  |
| Communicate new ideas to upper management in order to improve productivity   |
| Resolve guest complaints within scope of authority and otherwise refer the matter to management; notify supervisor of all unusual events, circumstances, missing items, or alleged theft |
| Perform other job-related duties as requested  |

### Required for All Jobs

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| Performs other job-related duties as requested.   |
| Proof of eligibility to work in the United States |

### Additional Requirements

| Details   | Required/<br>Preferred |
|---|------------------------|
| Work varied shifts, to include weekends and holidays    |                        |
| High school diploma or equivalent                       |                        |
| Experience in a face-to-face guest service position     |                        |
| Bilingual, English as the primary or secondary language |                        |
| Gaming Registration                                     |                        |

### Knowledge, Skills and Abilities

| KSAs   |
|--|
| Proficiency in Microsoft Office, Players Club/Patron, Opera, VIPR, Cognos 8, SQL, Symposium, APrimo, ORS, E commerce, CTS, and other relevant software |

## Knowledge, Skills and Abilities

### KSAs

Able to effectively communicate in English, in both written and verbal forms

Excellent organizational skills to function effectively under time constraints and within established deadlines, with particular attention to detail

Excellent customer service skills and interpersonal skills to effectively communicate with all business contacts

## Physical Requirements

A thorough completion of this section is needed for compliance with legal standards such as the Americans with Disabilities Act. The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

| Physical Requirement       | N/A | Rarely | Occasionally | Frequently | Constantly | Weight/<br>w.p.m. |
|----------------------------|-----|--------|--------------|------------|------------|-------------------|
| Balancing                  |     |        |              |            |            |                   |
| Bending                    |     |        |              |            |            |                   |
| Carrying __pounds          |     |        |              |            |            |                   |
| Clear speech - simple      |     |        |              |            |            |                   |
| Clear speech - complex     |     |        |              |            |            |                   |
| Climbing                   |     |        |              |            |            |                   |
| Crawling                   |     |        |              |            |            |                   |
| Crouching                  |     |        |              |            |            |                   |
| Distant vision             |     |        |              |            |            |                   |
| Driving - auto/van         |     |        |              |            |            |                   |
| Driving - limousine        |     |        |              |            |            |                   |
| Flexibility - upper body   |     |        |              |            |            |                   |
| Flexibility - lower body   |     |        |              |            |            |                   |
| Hearing/Listening          |     |        |              |            |            |                   |
| Kneeling                   |     |        |              |            |            |                   |
| Lifting __pounds           |     |        |              |            |            |                   |
| Near vision                |     |        |              |            |            |                   |
| Normal vision              |     |        |              |            |            |                   |
| Pushing/Pulling            |     |        |              |            |            |                   |
| Reaching                   |     |        |              |            |            |                   |
| Sitting                    |     |        |              |            |            |                   |
| Standing - 5 hours minimum |     |        |              |            |            |                   |
| Stooping                   |     |        |              |            |            |                   |
| Typing __w.p.m.            |     |        |              |            |            |                   |
| Walking                    |     |        |              |            |            |                   |

## Work Environment

While performing the duties of this job, the associate is required to work within the selected work environments.

| Work Environment                       | N/A | Rarely | Occasionally | Frequently | Constantly |
|--|-----|--------|--------------|------------|------------|
| Communication - verbal                 |     |        |              |            |            |
| Communication - written                |     |        |              |            |            |
| Confined area                          |     |        |              |            |            |
| Contacts - works alone                 |     |        |              |            |            |
| Contacts - works around others         |     |        |              |            |            |
| Contacts - works with others           |     |        |              |            |            |
| Exposure to dust / dirt                |     |        |              |            |            |
| Exposure to fumes / odors              |     |        |              |            |            |
| Extreme cold                           |     |        |              |            |            |
| Extreme heat                           |     |        |              |            |            |
| Fast pace                              |     |        |              |            |            |
| Hazardous conditions - Chemicals       |     |        |              |            |            |
| Hazardous conditions - high structures |     |        |              |            |            |
| Hazardous conditions - high voltage    |     |        |              |            |            |
| Indoors                                |     |        |              |            |            |
| Noise levels - low to moderate         |     |        |              |            |            |
| Noise levels - low to high             |     |        |              |            |            |
| Office conditions                      |     |        |              |            |            |
| Outdoors                               |     |        |              |            |            |
| Restricted area                        |     |        |              |            |            |
| Shifts                                 |     |        |              |            |            |
| Smoke                                  |     |        |              |            |            |
| __% Travel                             |     |        |              |            |            |
| Vibration                              |     |        |              |            |            |
| Wet/Humid                              |     |        |              |            |            |

## Mental Requirements

While performing the duties of this job, the associate is required to work within the selected mental requirements.

| Mental Requirement | N/A | Rarely | Occasionally | Frequently | Constantly |
|--------------------|-----|--------|--------------|------------|------------|
| Analytical         |     |        |              |            |            |
| Clerical           |     |        |              |            |            |
| Comprehension      |     |        |              |            |            |
| Crisis incidents   |     |        |              |            |            |
| Customer service   |     |        |              |            |            |
| Decision making    |     |        |              |            |            |
| Fatigue            |     |        |              |            |            |

## Mental Requirements

While performing the duties of this job, the associate is required to work within the selected mental requirements.

| <b>Mental Requirement</b> | <b>N/A</b> | <b>Rarely</b> | <b>Occasionally</b> | <b>Frequently</b> | <b>Constantly</b> |
|---------------------------|------------|---------------|---------------------|-------------------|-------------------|
| High pressure             |            |               |                     |                   |                   |
| Judgment                  |            |               |                     |                   |                   |
| Long hours                |            |               |                     |                   |                   |
| Math skills - advance     |            |               |                     |                   |                   |
| Math skills - basic       |            |               |                     |                   |                   |
| Memorization              |            |               |                     |                   |                   |
| Organization              |            |               |                     |                   |                   |
| Perception                |            |               |                     |                   |                   |
| Reading - simple          |            |               |                     |                   |                   |
| Reading - complex         |            |               |                     |                   |                   |
| Repetition                |            |               |                     |                   |                   |
| Safety hazards            |            |               |                     |                   |                   |
| Tight deadlines           |            |               |                     |                   |                   |
| Working conditions        |            |               |                     |                   |                   |
| Writing - simple          |            |               |                     |                   |                   |
| Writing - complex         |            |               |                     |                   |                   |