



JOB ANNOUNCEMENT  
ELWHA RIVER CASINO  
Players Club Department

OPEN: February 1, 2012  
CLOSE: Until Filled  
Job Title: Players Club Representative  
Location: Players Club  
Reports To: Player Services Manager  
Pay: Level 6A, \$9.39/hr.  
Av. Hrs/ wk: 32-40 hrs  
Gaming: Gaming License Required  
Hours: Varies  
FLSA: Non-Exempt:

---

Summary of Functions:

A Player Services Representative serves the guests of the Elwha River Casino in working in the Players Club Desk and the Casino Floor

Essential Duties and Responsibilities:

Perform liaison tasks for guests, customers and staff of the casino in providing departmental information and/or referral

Provide high quality customer service and hospitality activities in building Player Club membership.

Provide specialized services to tour groups and VIP guests.

Deliver services in redeeming club points for casino merchandise and other casino services.

Research and compile appropriate data for reports and special projects with strict confidentiality of Players Club data.

Promote Casino activities, promotions and special events

Handle non-gaming (RPOS) funds periodically

Ensure compliance with Tribal, State, Federal and NIGC Regulations

Qualifications:

High school diploma, GED and 2 years related experience in the hospitality industry. One year college or technical school preferred.

Understand the concept of exceptional and friendly guest services

Ability to handle pressure, stress, calm, courteous with variety of external and internal customers



JOB ANNOUNCEMENT  
Players Club Representative

Ability to effectively maintain positive working relationships with employees, supervisors and managers

Skill in exercising good judgment in practical problem solving within limited guidance and directions

Excellent organizational, communication and interpersonal skills

Willing to work variety of shift schedules including week-end and holidays.

Physical Demands:

Frequently involves sedentary work; exerting up to 10 lbs of force and/or a negligible amount of force to lift, carry, push, pull or otherwise move objects

Constantly requires repetitive dexterity and use of fingers and use of wrists, hands and arms

Constant walking, standing, and/or sitting for sustained period of time, moving about including use of ascending and descending stairs and ramps using feet and legs, often stooping using lower extremities and back muscles and crouching.

Eye vision coordination appropriate for variety of work setting

Supervisory Control:

This job has no supervisory responsibilities.

Background Investigations/Preference in Hiring:

The position requires a complete background investigation and reference checks for gaming license under the Lower Klallam Tribal Gaming Agency. Employment is based on capabilities and qualifications without discrimination because of race, color, religion, sex, age disability and national origin; however where candidates have substantially equal qualification, Indian preference in hiring will be followed in accordance with Indian preference policy of P.L. 93-638 laws – Indian Preference and in accordance with Elwha River Casino policy in hiring practices.

FOR INFORMATION CONTACT:

*Linda Laungayan*

*631 Stratton Road*

*Port Angeles, WA 98363*

*(360) 452-3005 x 109*

*Email: [linda.laungayan@elwharivercasino.com](mailto:linda.laungayan@elwharivercasino.com)*