



Application Link: [Caesars Entertainment Careers\(oraclecloud.com\)](https://oraclecloud.com)

MARKETING OPERATIONS REPRESENTATIVE

CER License Required

#OF OPENINGS: 1

Job Duties:

- Responsible for maintaining daily procedures regarding Caesars Rewards members and functions, which includes discerning appropriate ID, filing, record keeping and computer coding of applications.
- Interacts with all casino related departments.
- Promotes positive customer service.
- Responsible for direct mail inquires to include updating customer account information, but not changing player rating information.
- Assists with the resolution of player complaints and problems.
- Has view only access to E-Promo account information.
- Regular attendance for scheduled work required.
- Provides Family Style Service at all times.
- May perform other duties as assigned.
- Analyzes computer information as it pertains to the structure of the Caesars Rewards Club.
- Greeting daily Line Runs and Charters while providing Family Style Customer Service.
- Reconciling Bus Coupons
- Always visible and available to listen to guests concerns and quickly attempts to remedy the situation.
- Always is available to assist with other duties when required to do so, or as directed by the supervisor.

Qualifications:

- High school diploma or equivalent experience preferred.
- Knowledgeable of general information regarding facilities, and amenities; skilled in both casino and hotel computer systems.
- Required to perform the customer service standards of the department.
- Knowledgeable of the Casino Control Act and Attendant Regulations, as well as company internal controls, policies, and procedures.

The below applies to all positions;

DISCLAIMER:

“This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, effort or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change (e.g., emergencies, changes in personnel, workload, rush jobs, or technical developments).”