



**Marketing Operations Representative**

<b>Status</b>	Temporary	<b>Hours per week</b>	32-40
<b># of positions</b>	4	<b>Rate of Pay</b>	\$16.00

**Responsibilities:**

- Issues complimentary amenities based on player activity, distributes promotional prizes, gifts and collateral. However, position has no discretionary comping decision authority.
- Create new player accounts and replacement cards.
- Introduce and inform guest about Resorts Players Club on the casino floor, and throughout the property by enrolling guests outside of the promotions booth area.
- Issues PIN numbers for guest accounts.
- Issues promotional coupons and/or slot dollars for approved slot promotions.
- Work promotional games, birthday parties and bingo events with enthusiasm.
- Issues and maintain accurate coin coupon banks; Issues Bus Group Leader coin coupons.
- Greets and dispatches buses.
- Responsible for dollar value coupons.
- Maintains operational forms.
- Keep abreast of current promotions and special event procedures and information.
- Knowledgeable of hotel and property events.
- Must meet or exceed the company’s standards for service.
- Greets customers in a professional, courteous and friendly manner to ensure superior customer service.
- Resolves problems and complaints of guests and brings them to the attention of management.
- Responsibilities include the acceptance, inventory, assignment for distribution or reconciliation of coupons which are ultimately considered in the calculation of gross revenue.
- Examples of such coupons are match play coupons, chip coupons, keno coupons and coupons accepted by bill validators.
- Implement all administrative duties as deemed necessary in the department.
- Assists in the implementation to include organize, develop and facilitate all aspects of all Special Events and Promotions.
- Performs all other related and compatible duties as assigned.
- Promotes outstanding customer relations.

**Qualifications:**

- High school diploma or equivalent.
- Minimum of (2) two years of promotions and special events experience preferred.
- Ability to work flexible hours.
- Outstanding oral communication skills.
- Knowledge of Excel and Microsoft Word a must.

**Licensing:** Must have or be able to obtain a casino employee registration (license) from the Division of Gaming Enforcement - \$95 one-time fee