

Job Profile Title:	Coord Customer Care
Job Code:	15084
Business Title:	15084 Coord Customer Care
Grade / Band:	05
FLSA Status:	Non-Exempt

Primary Purpose:

As a Customer Care Coordinator, you will set the stage for guest experience with your welcoming voice and service. By understanding their unique stories and needs, you will own their experience to create WOW memories they will carry with them far and beyond their stay with us.

Principal Duties & Responsibilities

Assist guests with booking Hotel (Casino, Transient, and Convention) room reservations, restaurant reservations, entertainment and special event reservations; offer information about the resorts, their amenities and the surrounding area
Assist Player Development staffs (Slot and Table Casino Hosts) in completing all reservations and various complimentary considerations
Answer inbound telephone calls in a skills-based environment where transactions range from call transfers to in-room work order requests, to complex hotel, dining, event and entertainment reservations for VIP customers
Ensure that customer requests for reservations and other services are met and confirmed within the guidelines established by management
Sense and exploit up-sell opportunities where appropriate, always attempt to cross-sell in cases when a specific request cannot be met
Escalate difficult and complex situations to Team Leaders as they arise
Work with Quality Coaches and Team Leaders to evaluate individual performance and make efforts to improve performance where the need has been indicated
Provide Team Leaders with important observations gathered from many customer interactions, offering suggestions to improve process, product or service offerings
Perform other job-related duties as requested

Required for All Jobs

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

Education

Education Level	Education Details	Required/ Preferred
High School Diploma, GED or equivalent		Required

Work Experience

Experience	Experience Details	Required/ Preferred
1+ Years of Prior Relevant Experience	of experience in a similar call center or a customer service position	Required

Additional Requirements

Details	Required/ Preferred
Work varied shifts, to include weekends and holidays	
Experience in a similar resort environment	
Experience working with Opera, LMS, and/or ACSC	

Knowledge, Skills and Abilities

KSAs
Able to effectively communicate in English, in both written and verbal forms
Ability to work under pressure
Ability to read and write
Perception and awareness of individual needs and the ability to handle all situations calmly and professionally
Ability to multi-task and work well in a fast paced, team-oriented environment
Proficiency of computer software to include Outlook, MS Word, Excel, and PowerPoint as well as office equipment, i.e. telephone, copier, fax machine
Excellent organizational skills to function effectively under time constraints and within established deadlines, with particular attention to detail
Effective listening abilities with strong judgment skills
Knowledge of accommodations room capacities, amenities, reservations and player tracking systems (e.g. LMS, ARTS, ACSC)
Excellent customer service skills and interpersonal skills to effectively communicate with all business contacts
Maintain a professional, neat and well-groomed appearance adhering to company standards

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/ w.p.m.
Balancing						
Bending						
Carrying __pounds						
Clear speech - simple						

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/ w.p.m.
Clear speech - complex				X		
Climbing						
Crawling						
Crouching						
Distant vision						
Driving - auto/van						
Driving - limousine						
Flexibility - upper body						
Flexibility - lower body						
Hearing/Listening				X		
Kneeling						
Lifting __pounds						
Near vision						
Normal vision						
Pushing/Pulling						
Reaching						
Sitting				X		
Standing - 5 hours minimum						
Stooping						
Typing __w.p.m.				X		35
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				X	
Communication - written				X	
Confined area					
Contacts - works alone				X	
Contacts - works around others				X	
Contacts - works with others				X	
Exposure to dust / dirt					
Exposure to fumes / odors					
Extreme cold					
Extreme heat					

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
Fast pace				X	
Hazardous conditions - Chemicals					
Hazardous conditions - high structures					
Hazardous conditions - high voltage					
Indoors				X	
Noise levels - low to moderate					
Noise levels - low to high				X	
Office conditions				X	
Outdoors					
Restricted area					
Shifts				X	
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					
High pressure					
Judgment					
Long hours					
Math skills - advance					
Math skills - basic					
Memorization				X	
Organization				X	
Perception					
Reading - simple				X	
Reading - complex					
Repetition				X	

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
Safety hazards					
Tight deadlines				X	
Working conditions					
Writing - simple				X	
Writing - complex					