



JOB POSTING

TITLE: Rewards Club Supervisor
DEPT: Marketing
PAY: \$35,568/yr (C)

JOB SUMMARY

RED RIVER - Responsible for the overall supervision of Team Members and activities that are designed to create memorable experiences for our players to strengthen relationships that will maximize Guest loyalty. Provide leadership and support to the Rewards Club team. The Team Member in this position is responsible for promoting positive Guest relations through prompt, courteous, and efficient service.

MINIMUM QUALIFICATIONS

REQUIRED - High school diploma or GED required | At least 21 years of age | Associates Degree in related field and 1 year in Casino Guest Services | Strong working knowledge of player tracking systems | OR | 3 years of experience in Casino Marketing with at least 2 years as a Supervisor or Casino Host experience | **PREFERRED:** Bachelor's degree in related field |

ESSENTIAL DUTIES - All Team Members must embrace and deliver Kiowa's Guest Service Standards to every Guest on every shift, as outlined in Orientation, the Team Member Handbook, Standard Operating Procedures (SOPs), and any other related training | Consistently ensures an exceptional level of service and satisfaction is achieved throughout the property, exceeding the expectations of external and internal Guests alike in a timely and effective manner | Required to follow Marketing Departmental and the Rewards Club Supervisor Expectations | This position is required to have knowledge of and serve as the communication hub for internal and external Guests, conveying essential information regarding any and all data related to marketing programs unless known information is considered confidential | Responsible for carrying out management responsibilities in accordance with the organizations policies and procedures. Responsibilities include but are not limited to assist in interviewing and hiring; train Team Members, address complaints, resolve problems, and maintain appropriate staffing levels | Responsible for the direct supervision and oversight of the day-to-day operations of the Rewards Club | The Rewards Club Supervisor is required to focus and maintain Kiowa U Guest Services Standards with all Guests | Responsible to the highest degree of accuracy and thoroughness of department records and reports | Responsible for assisting with the Bus Program | Maintains knowledge of all gaming machines on casino floor, Kiowa Casinos' player tracking system, and casino promotions | Actively assist the Rewards Club Manager and Director of Marketing as duties and projects are assigned | Responsible for establishing, updating and ensuring the full compliance with departmental, internal controls, policies, procedures, and regulations | Knowledgeable of and ensures compliance with Kiowa Casinos and Tribal Gaming rules and regulations within areas of responsibility | Responsible for retaining, training and disciplining Team Members with concurrence of the Rewards Club Manager | All other duties as assigned | Must adhere to departmental, organizational, state, and federal safety rules and regulations, applicable processes for safe operation, appropriate Personal Protective Equipment, in addition to any/all related controls for personal welfare and the safety of others |

IMPORTANT NOTES

1) This announcement describes an open position at Kiowa Casinos, as of the posting date listed below. To be eligible to apply, current Team Members must have performed competently for at least 6 months in their current position. In addition, Team Members receiving corrective action within the previous 6 months may not be eligible for transfer. If you are interested in any posted position, please contact HR for a complete copy of the job description and an application or an internal application, if you are currently employed by Kiowa Casinos. 2) Native American Preference will apply in accordance with Tribal policies. All applicants must be able to work any shift, holidays, and weekends as scheduled. Current Team Members are also encouraged to submit an updated resume with their internal application. All Team Members must submit an internal application for each interested position. For example, if you have applied for a Floor Supervisor position and one week later Floor Supervisor is posted again, you must fill out another internal application.

STATUS: 1 F/T | POSTED: 08/03/21 | REMOVE: When Filled

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