

**EMPL YMENT  
OPPORTUNIT ES  
WEDNESDAY, MAY 29, 2024  
OPEN UNTIL POSITION  
FILLED**

**Players Club Clerk**

Responsibilities

The Advantage Club Clerk is responsible for promoting the Advantage Club and all its amenities, and ensuring that all contact with guests is courteous, informative, and thorough. The Clerk enrolls new Advantage Ch1b members and assists existing members with Advantage Club transactions such as cash back, cards, and comps. Duties include, but are not limited to, the following:

- Promoting Advantage Club program, explaining the benefits of utilizing the Advantage club card, and keeping current on the amenities and events offered through the Advantage Club.
- Informing guests on all account information, upcoming promotions, events, tournaments, and daily specials.
- Providing fast, friendly, and courteous service to all Advantage Club members.
- Enrolling new members and encouraging them to participate in the Advantage Club.
- Inputting new player data into CMS.
- Issuing rules, coupons, reminders, and cheat cards to new sign ups.
- Understanding and communicating club rules, promotion rules and details, and card issues to guests.
- Assisting guests with card issues and inquiries.
- Promptly answering phone calls.
- Assisting guests with requests in a professional manner.
- Performing minor equipment maintenance, such as changing ink cartridges: stocking LaserJet and card printers, and changing printer ribbons.
- Selling event and concert tickets, being accountable for counting and balancing the cash drawer, and checking bank key in and out.
- Assisting in executing promotions, special events, slot tournament, and promotional giveaways.
- Ensuring daily departmental paperwork is completed accurately on a day to day basis.
- Understanding and following all company policies, procedures, and Gaming regulations.
- Performing other duties as assigned.

Qualifications

The Advantage Club Clerk must possess a high school diploma or equivalent GED. The individual must be able to pass a private background check, as well as a pre-employment drug test. The individual must be 21 years of age or older, possess excellent customer service skills, and basic competence using a computer. One year's experience in a player's club position is preferred. The individual must be willing to accommodate a flexible schedule, including working holidays and weekends as necessary. The Advantage Club Clerk must be able to pull, bend, and squat, and lift up to 50 pounds. The Advantage Club Clerk must be able to stand for prolonged periods of time, and work in a smoke-filled environment. The Advantage Chili Clerk must be able to withstand exposure to the summer heat and all other climatic conditions of the local area, while performing duties on the Casino premises.

**\*\*\* All Spirit Mountain Casino employees must be able to work any shifts, weekends or holidays.**

**\*\*\* All applicants must pass pre-employment drug test.**

**\*\*\* All applicants must have a High School Diploma or GED certifications.**

**ANY INQUIRIES ABOUT THE POSITION, PLEASE CONTACT THE HR DEPARTMENT  
(MONDAY FRIDAY, 11:00AM-2:00PM}AT SPIRIT MOUNTAIN CASINO (928)346-2000.**

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