



## JOB DESCRIPTION



**Department:** Marketing

**Job Title:** Player's Club Supervisor

**General Definition:** Assists Director of Marketing & Players Club by supervising Player's Club staff and activities..

**Supervision Received:** Director of Marketing & Player's Club

**Supervision Exercised:** Player's Club Host

### Essential Job Functions:

- Provides assistance with scheduling Player's Club staff
- Interviews and trains employees; plans, assigns, and directs work; completes performance evaluations; creates corrective action; and provides positive feedback; addresses complaints and resolves problems.
- Assists with executing comprehensive marketing plans and programs, both short and long range to support sales and revenue objectives of the organization.
- Maintains a consistent presence on social media to promote the organization. (i.e., daily promotional postings, daily special, weekly events and monthly events.)
- Assists with evaluating market research and helps to adjust marketing strategy to meet the changing market and competitive conditions.
- Assists with development and maintenance of customer database.
- Provides assistance with planning and overseeing advertising and promotion activities including print, electronic media, and direct mail.
- Establishes and maintains a consistent image throughout product lines, promotional materials, and events.

- Performs all other duties as assigned.

## **MINIMUM QUALIFICATIONS**

### **Education:**

- High school diploma or GED equivalent preferred

### **Knowledge, Skills, and Abilities:**

- Must possess excellent customer relation, leadership and communication skills.
- Must be willing to work any day and shift.
- Must be proficient in math.
- Must have working knowledge of Excel, Word, and PowerPoint.
- Must have ability to use good judgment in intense and non-intense situations.
- Must be friendly and demonstrate an outgoing personality.
- Must demonstrate integrity and maintain confidentiality with all guest, employee and proprietary information.
- Must be able to follow all instructions, written and oral.
- Must be able to work in a casino environment where second hand smoke, loud noises and flashing lights are present, when warranted.
- Must be able to stand or walk for prolonged periods of time.
- Must be able to push, pull, lift and carry objects weighing up to 50 pounds.

### **Training and Experience:**

- One (1) year of casino experience or hospitality environment along with previous supervisory experience required.

### **Licenses/Certifications/Other:**

- Must be able to pass a thorough background investigation of criminal and financial history to obtain a Gaming License from the Office of the Delaware Gaming Commission.

- Must be able to complete pre-employment drug test with a negative result.
- Must pass annual Title 31 exam.

I hereby acknowledge that I fully understand the job description and requirements.

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Employee Signature

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Date