Saskatchewan Indian Gaming Authority

Bear Claw Casino

Whitebear

Job Title	# of Positions	Competition Number	Salary	Close Date
Guest Services Representative	**Full, Part Time, Casual**	**09-BCC-GS-09**	**$13.06-$16.32 Per hour**	**Open Competition**

Sharing Success…...through the provision of superior gaming operations services. With gross revenues in excess of 100 million dollars annually. SIGA is Saskatchewan's largest and most successful employer of First Nations people. SIGA is currently looking for creative, motivated, passionate and energetic individuals to join the team.

Statement of Competencies

Education: Successful completion of a Grade Twelve or GED diploma or a combination of relevant education, training and/or experience.

Experience:
Experience in the Gaming and/or the Hospitality industry.
Experience interacting with the public and providing exceptional customer service.

Knowledge:
Knowledge of SIGA's mission, vision, guiding principles and business values.
Knowledge of First Nations culture, values, beliefs, traditions and protocols.
Knowledge of functions and promotions of the casino.

Skills and Abilities:
Participates effectively as a team member to help define and work towards team goals.
Consistently reliable in performance and behavior.
Excellent oral and written communication skills.
Always provides professional and courteous service even in difficult situations .
Excellent problem solving and decision making skills.
Willing to obtain additional training or education to assist in the success of the department.

Personal Suitability:

Positive attitude	Innovative	Honest
Adaptable	Stress tolerance	

Conditions of Employment:
Must consent to a background check in order to qualify as a gaming employee.
Must obtain and maintain a gaming employee Certificate of Registration from the Saskatchewan Liquor and Gaming Authority (SLGA).
Must be 19 years of age or older.

Other Information:
Willing to work shift work including evening and weekends.
Ability to work in an environment that is exposed to tobacco smoke and high noise level
Willing to travel for operational need and possession of a valid driver's license.

Main Duties: Reporting to the Guest Services Manager, and under the supervision of the Guest Services Supervisor, the Guest Services Representative will be knowledgeable of all aspects of the Players' Club and be able to process Club members' information accurately and efficiently while providing fast, efficient and friendly customer service to patrons. Responsibilities include: Accurately recording messages and other information required and ensuring that messages are delivered promptly; Answering customer inquiries with respect and courtesy and directing calls to appropriate casino personnel and departments; Attending bus tour arrivals and departures, handing out bus packages and greeting the bus patrons; Performing various promotional announcements using a public address system; Handling the coat check of patrons; Responding to patron concerns and questions; Processing valet parking tickets and keys; Accurately entering Players' Club information into the computer in a timely manner; Explaining Players' Club rules, polices, promotions and special events to customers; Assisting in the inventory of Players' Club storage items; Maintaining the Players' Club Bank; Keeping daily promotions, Players' cash and inventory logs accurate, including all paperwork and logs assigned by the Supervisor; Recruiting and enrolling of customers not currently enrolled in the Players' Club; Preparing written reports on incidents or discrepancies; Handling all information acquired with a high level of confidentiality; Other duties as assigned by the Guest Services Supervisor and/or Guest Services Manager.

SIGA offers a competitive compensation and benefits plan. Preference will be given to qualified First Nations persons (Human Rights Exemption # E95-29). Consideration will be given to those submitting an updated resume and cover letter quoting competition:
09-BCC-GS-09 Guest Services Representative

Mail resume to:
Bear Claw Casino
Human Resource Department
P.O. Box 1210
Carlyle, SK S0C 0R0

Fax to:
(306) 577-4899

Email to:
BCC_HR@siga.sk.ca

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We thank all applicants and wish to advise that only those individuals that have been selected for an interview will be contacted.