

## **Guest Services Representative**

This position requires positive and engaging interaction with our guests.

You will provide information about our facility and services – our multiple food and beverage outlets, casino games, Off Track Betting (OTB), poker, and lottery ticket sales.

We also have a small concession, which requires accurate cash handling skills.

This position also handles and resolves customer's comments and complaints, and/or forwards them to the appropriate Manager(s).

### **NOTE: THIS IS NOT A FOOD & BEVERAGE ROLE.**

The successful candidate should have:

- Basic computer skills.
- Experience with point-of-sale (POS) system.
- Excellent customer service skills, with the ability to handle difficult situations.
- Good judgment in escalating concerns with customers.
- Able to demonstrate friendly and approachable manner.
- Capable of lifting objects, such as jackets and personal belongings for coat check. (up to 6 lbs).

All candidates must complete a background check.

All candidates must complete lottery sales training.

All candidates must be 18 years of age.

To apply, please forward your resume to [ercjobs@elbowrivercasino.com](mailto:ercjobs@elbowrivercasino.com). **(NO PHONE CALLS)**

We thank all applicants, however, due to volume, only successful candidates will be contacted.