

GAMING CONCIERGE IN LAS VEGAS, NEVADA

SEEKING A CANDIDATE TO BE RESPONSIBLE FOR GUEST SERVICE OF THE CASINO FLOOR INCLUDING WELCOMING GUESTS, OFFERING TO ENROLL THE PLAYER INTO CASINO LOYALTY PROGRAMS, ACCURATELY PROCESS AND PAY JACKPOTS, PERFORMING MINOR MAINTENANCE OF MACHINES, ASSISTING GUESTS WITH VARIOUS NEEDS, AND SUPPORTING EFFORTS TO PROMOTE GAME PLAY.

ABOUT OUR COMPANY:

With over 20 years of experience in supporting corporate and federal recruitment, workplace mentoring, and technology accessibility initiatives, Bender Consulting Services, Inc. is the leading national expert in disability employment solutions for private and public sector employers. To learn more about how to start your career with Bender Consulting Services, Inc., please visit our website at www.benderconsult.com.

HOW TO APPLY:

To apply for consideration for the following career opportunity for people with disabilities, please visit www.benderconsult.com/careers/submit-resume and complete the electronic form.

POSITION DESCRIPTION:

- Handle transactions appropriately and ensures proper documentation for all gaming transactions.
- Process slot transactions, pay jackpots, and providing information regarding special events, promotions, and other property services as required.
- Accurately process and review all control documents relating to fill slips, credit slips, buy slips, jackpot slips, and W-2G forms.
- Maintain a professional, friendly, and courteous atmosphere that provides guests with an exceptional gaming experience.
- Greet and welcome guests, establishes rapport, and promotes and maintains the highest level of customer service to all guests.
- Remain calm and professional when dealing with guests that are difficult or upset, taking ownership of guest issues or problems and acting quickly to resolve them.
- Notify supervisor immediately of all mistakes or claims, as well as all unusual events, circumstances, missing items, or alleged theft, and makes resolution only at the direction of the supervisor.
- Assist Table Games team with all pit related functions.

QUALIFICATIONS:

- At least two years of previous casino gaming experience in a similar or related field.
- At least two years customer service experience in a similar or related field.