



KLA-MO-YA Casino, Corporation

34333 Hwy 97 N ♦ Chiloquin, OR 97624 ♦ 541.783.7529

www.klamoyacasino.com

PROMOTIONS COORDINATOR

INTRODUCTION

The primary purpose of the Promotions Coordinator is to develop, coordinate and implement promotions and special events to maximize revenue and to provide friendly and efficient customer service. This position has NO supervisory responsibilities.

MAJOR DUTIES AND RESPONSIBILITIES

1. Will serve as a Bonus Club Representative II as scheduled. All Bonus Club Representative II duties will apply.
2. Assists guests with all requests in a professional and timely manner.
3. Assist the Marketing Supervisor and Marketing Manager in developing, coordinating, and implementing promotions and special events.
4. Investigates and implements new and exciting promotions and special events.
5. Reports the effectiveness and profitability of all special events and promotions in a timely manner.
6. Establishes and maintains vendor relationships when coordinating, promoting, and producing on-site promotions and special events.
7. Sets up and executes promotional events and giveaways.
8. Responsible for setup, execution and related emcee functions and breakdown of promotions and events.
9. Assists with purchasing promotional items and supplies for all promotional giveaways and maintains accurate inventories.
10. Assists with setting up promotions and special events in the promotional kiosk and the Player Tracking system.
11. Greets guests, maintains a friendly and inviting atmosphere and promotes positive guest relations through prompt, courteous, and efficient service.
12. Assist with VIP Events and Casino Hosts/Executive Hosts.
13. Maintain general knowledge of the property.
14. Stays informed of all Marketing events and promotions and helps ensure that all floor personnel are informed of all events and promotions.
15. Effectively work both independently and as part of a team, even under time constraints.
16. Responsible for preparing and completing all required paperwork and reports to document operational status and activities timely and accurately.
17. Comply with all departmental and organizational policies and procedures.
18. Maintain department confidentiality.

ADDITIONAL DUTIES

1. Adheres to Casino standards for guest service and confidentiality.
2. Refers guest problems or complaints to appropriate supervisors according to Casino policies.
3. Reports and documents any observed or known safety hazard, conditions, or unsafe practices and procedures to management immediately
4. Performs other job-related duties as directed.

KNOWLEDGE, SKILLS AND ABILITIES

- Must possess and demonstrate excellent customer service skills.
- Ability to speak and communicate clearly and concisely.
- Must possess strong public speaking skills on a microphone to announce promotions and winners.
- Must possess the ability to make sound and accurate decisions.
- Must possess strong computer skills and be able to operate Microsoft, Promotional, and Player Tracking system applications and software.
- Willingness to work irregular schedules, which will include weekends and holidays.
- Ability to function under pressure of time and/or demands of several tasks at once.
- Must be able to perform basic mathematics and possess the knowledge and ability to apply fundamental math skills.
- Knowledge and skill in basic record keeping requirements.
- Ability to maintain confidentiality of records and information pertinent to the nature of the work.



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SUPERVISORY CONTROLS

The Promotions Coordinator works under the direct supervision of the Marketing Supervisor or Marketing Manager, who provides general direction. Work is assigned in terms of urgency and objectives. The Promotions Coordinator must be able to work independently and follow instructions.

QUALIFICATIONS, EXPERIENCE AND EDUCATION

- High School Diploma or Equivalent. **REQUIRED**
- One (1) year experience in customer service and cashiering experience. **REQUIRED**
- One (1) year experience in casino promotions, special events or a similar field. **PREFERRED**
- Must be 21 years of age or older. **REQUIRED**
- Strong proficiency in Microsoft Office (Word, Power Point and Excel) skills. **PREFERRED**
- Must submit to and clear an Alcohol/Drug Screen. **REQUIRED**
- Must be Licensable by the Klamath Tribes Gaming Regulatory Commission. **REQUIRED**
- Indian Preference will apply.