

Mazatzal Hotel & Casino

JOB ANNOUNCEMENT

POSITION: Transportation Clerk
DEPARTMENT: Marketing
STATUS: Full Time
RATE: \$12.15/hr
NUMBER OF POSITIONS: 1
REPORTS TO: Transportation Lead/Marketing Asst Manager

JOB SUMMARY: Under the direction of the Transportation Supervisor the **Transportation Clerk** is highly involved in the scheduling and hosting of the Mazatzal Fun Bus program with a focus on revenue growth, creating memorable guest experiences, generating excitement and image enhancement of the Mazatzal Hotel & Casino. The Transportation Clerk will insure all supporting and operational departments are informed of upcoming buses and fully aware of their role and responsibilities to make every bus trip exciting, seamless, and executed with fanfare and enthusiasm.

ESSENTIAL JOB FUNCTIONS:

- Provide excellent customer service for all guests of the Casino at all times and in all activities.
- Serve as a liaison between the casino, busing operator and activity directors/private bus group coordinators.
- Receive/coordinate guest bus reservations.
- Schedule commercial bus services with approved busing services.
- Vet busing manifests to ensure guest eligibility.
- Develop, organize and execute promotions and special events to drive new bus guests and return visits.
- Conduct post-trip analysis.
- Create trip manifests, “Bus Groups” and other Super-PlayMate transportation related tasks.
- Assist the Transportation Supervisor with the planning and facilitation of the weekly busing calendar and departmental budget to include expense tracking and forecasting.
- Exhibit sound decision-making with emphasis on generating excitement, brand awareness and revenue.
- Capable of effectively addressing large group of guests, staff, and management.
- Flexibility to assist Players Club enroll new guests during bus visits.
- Be familiar with all Casino Events/Promotions and effectively communicate to guests.
- Must be able to work various hours, as needed, including weekends and holidays.
- Other duties as required to deliver excellent entertainment experiences to guests.

QUALIFICATIONS:

- Ability to multitask and prioritized based on operational needs.
- Exceptional customer service skills.
- Proficiency in or ability to learn Oasis Casino Management Systems.
- Excellent MS Excel and MS Word skills.
- Excellent written and oral communication skills
- Must be able to work in team environment
- High School diploma or GED required
- Must have a valid driver’s license and clean driving record
- Must be able to obtain a Tonto Apache Tribal and Arizona State Gaming License.

PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:

- Physically mobile with reasonable accommodations to stand for long periods of time
- Must be able to maintain a positive and professional attitude
- Must be able to lift 25lbs