



**HOLLYWOOD
PARK
CASINO**

TITLE OF POSITION:	Promotions and Event Coordinator	DEPARTMENT:	Casino
REPORTS TO:	Assistant Casino Manager	DATE:	February 2018

SUMMARY

Position requires excellent time management skills and ability to plan and coordinate interdepartmental communication and activities to ensure efficient operations. Communicate and coordinate with departments on plans, programs and projects. Present oneself as an asset to the Hollywood Park Casino and encourage others to do the same. Perform all duties assigned in accordance with all applicable legal regulations and requirements.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assist in developing promotion and marketing initiatives and events.
- Develop and maintain promotion incentive programs.
- Understand rules and procedures applicable to the games offered at Hollywood Park Casino.
- Assist casino, and marketing teams in developing marketing materials and collateral.
- Manage high volume of customer calls to ensure excellent customer service and satisfaction.
- Resolve customer issues in accurate and timely manner.
- Generate customer reports on periodic basis.
- Work with Concierge staff to maintain excellent customer service.
- Maintain and update documents related to customer accounts and business reports.
- Develop new business opportunities in every customer communication.
- Coordinate calls, meetings and communications between management and customers.
- Validate and qualify new customers before referring to the appropriate manager.
- Develop strong and trusted relationship with customers through timely and accurate communications.
- Follow through on written or verbal instructions and communicate with other managers or department heads.
- Maintain a professional and well-groomed appearance at all times.
- Be able to work under pressure.
- Be knowledgeable and adhere to departmental, HR and Safety policies and procedures.
- Observe, address and report safety concerns immediately.
- Strictly enforce and adhere to all HPC timekeeping rules and procedures.
- Attend and conduct project status and review meeting with managers.
- Enforce and adhere to all applicable federal, state and local laws and regulations.
- Complete all other duties as assigned by upper management.



QUALIFICATIONS, EXPERIENCE, EDUCATION

- Must be 21 years of age or older to apply.
- Must have employment eligibility in the U.S. and hold a local work permit.
- Minimum of 2 years casino gaming experience.
- Math, logical and rational decision-making skills.
- Advanced computer, written and verbal communication skills.
- Adequate knowledge of organizational effectiveness and operations management
- Working knowledge of budgets, forecasting and metrics
- Duties for this position require moderate physical exertion, such as sitting/walking at will, standing/sitting for long periods, lifting/carrying objects weighing up to 25 lbs., pushing/pulling objects, crouching/kneeling, bending, reaching, kneeling, twisting, close vision, color/depth perception, hearing sounds/communication, and handling/grasping/fingering equipment. Safety precautions must be used at all times to avoid injury to oneself and others.

The above statements are intended to describe the general nature, level of work, and skills being performed by people assigned to this classification. All employees may be required to perform duties outside of their normal responsibilities from time to time, as needed. Furthermore, the above statements may be reviewed, changed and/or modified by management at any time, with or without notice to employees.

Acknowledgement:

I have read, understand, and will abide by the above Job Description. I am capable of fulfilling all of the essential duties and do not need an accommodation.

Print Full Name: _____

Employee ID: _____

Employee Signature: _____

Date: _____