



JOB DESCRIPTION

Job Title: Customer Service Representative

Department: Marketing

Reports To: Ocean Club Manager

About Us

Are you passionate about safety and guest experience? Looking for a place to put your interpersonal skills into play, ensuring our guests feel safe and special? If you are, South Beach Casino & Resort is looking for you.

South Beach Casino & Resort is a leading company in the gaming and entertainment industry. As a legendary award-winning world-class resort, South Beach Casino & Resort offers a culture of gracious hospitality and comfort, featuring expansive food, beverage, and gaming offerings.

Job Summary

The Ocean Club Representative supports and assists; in the promotion and execution of all marketing promotions for guests by delivering superior customer service. The OC representative services all patrons in acquiring, maintaining, and refreshing their player club membership while assisting with inquiries, complaints, or questions. Additionally, the OC representative greets all tour buses and administrates necessary paperwork.

Essential Duties and Responsibilities

- Promotes positive customer relations by providing prompt, courteous and efficient service to guests.
- Endorses current promotions and upcoming activities.
- Listens to customer complaints and resolves problems to restore and promote excellent customer satisfaction.
- Creates updates and edits players' memberships as needed or requested.
- Assists customers with questions about new games, promotions, and events.
- Executes marketing plans and programs, including speaking on the PA system.
- Assists with Gift Shop functions as required.
- Runs coat check area as needed or required.
- Supports tour buses in arrival and departure as required.
- Maintains and adheres to the privacy and confidentiality of all club member's information.
- Other duties as deemed necessary in support of the marketing department.

Qualifications and Requirements

As an Ocean Club Representative, you are usually the first and last point of contact for all patrons and guests therefore, superior customer service is always required. Friendly, outgoing, and happy individuals who have prior customer service are best suited for the role. Additionally, some computer skills to efficiently operate a database management system are required.

Physical Requirements

This role is physically demanding in standing and bending while using both hands in a loud work environment.



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The incumbent must obtain and maintain approval from the Liquor, Gaming and Cannabis Authority of Manitoba.

Benefits

- Competitive Salary
- Dental care
- Vision care
- Health care
- Employee assistance program
- Wellness program
- Pension Plan

How To Apply

Please send your Cover Letter & Resume the following:

- Apply online at <https://www.southbeachcasino.ca/careers/>
- Email at: hr@southbeachcasino.ca
- Fax: (204)766-2266
- Mail: PO BOX 777 Scanterbury, MB R0E1W0
- In-Person at the Hotel

We seek diversity in our workplace. Indigenous Persons, Women, Visible Minorities, and Persons with a disability are encouraged to self-declare on their resume or cover letter.

Thank you to all applicants. However, only those selected for an interview will be contacted.