



## SAGINAW CHIPPEWA INDIAN TRIBE OF MICHIGAN

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<b>POSITION DESCRIPTION:</b> Shift & Days TBD Wage: \$12.21 with sign on <b>Bonus</b>			
Job Title:	Call Center Agent	Classification:	Non-Exempt
Department:	Call Center Department	Pay Grade:	NE4
Reports To:	Call Center Lead	Approval Date:	4/18/2018

### **Position Summary:**

Under the supervision of the Call Center Lead, assist guests in a prompt, professional, and friendly manner in order to achieve the objectives, goals and expectations set for the department in a fast-paced, high call volume environment.

### **Essential Duties and Responsibilities:**

- Report for work on time at proper work station at the assigned starting time.
- Present a friendly, professional, non-rushed approach when answering phones. Follow scripted guest greeting and farewell to include proper telephone etiquette; consistently provide a first-class experience.
- Maintain a positive and upbeat attitude being highly “in tune” to guest questions and needs.
- Maintain knowledge of all properties, including but not limited to, Soaring Eagle Casino & Resort, Soaring Eagle Waterpark & Hotel, Saganing Eagles Landing Casino, and the local area. Respond to guest questions about the hotels, facilities and amenities offered and information regarding local areas.
- Transfer guests calls as requested per guest.
- Obtain all required reservation information quickly, accurately, and pleasantly from callers. Ensure all “special requests” of our guests are properly handled. Match guests requests to the best reservation value that meets the guest’s needs and preferences.
- Upsell and suggest the use of the hotel’s outlets and services.
- Inform guests of policies and procedures as required by the hotel.
- Create, verify, modify, or cancel room and site reservations; process online reservations.
- Assist Players Club Members with free room offers.
- Complete call backs for any newly release monthly offers with a held room.
- Work with the hotel reservation computer system to maintain up-to-the-minute accurate reservation information on all guests.
- Monitor the perpetual inventory and availability of rooms to be sold at all times.
- Address guest complaints to the best of abilities before turning it over to the Lead or Manager.
- Work with other staff members in a positive, professional, and cooperative manner. Help provide information and assistance to ensure the smooth running of hotel operations that feature a first-class guest experience.

- Provide excellent customer service for all internal and external customers of the operations at all times. Provide solutions for customer concerns and continually focus on customer service as our top priority.
- Must maintain strict confidentiality and present a positive, professional demeanor and image at all times.
- The above duties and responsibilities are not an all-inclusive list but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the supervisor.

**Contacts/Purpose of Contacts:**

- Contact with the general public, guests of the resort and casino, and employees of the organization in a positive, professional, helpful, and upbeat manner that reflects the high standards of the casino and resort.
- Contact with department management and staff to communicate day to day operational needs to ensure proper distribution of information and follow up.

**Minimum Qualifications:**

- High School Diploma or GED.
- Must be at least 18 years of age.
- One year of customer service work experience. Previous reservation experience with hotel, car rental, airline, cruise ship or travel agency preferred.
- Must be able to pass a typing test of at least 30 wpm.
- Must be available to work all three shifts including weekends and holidays.
- Must be able to obtain and maintain a gaming license to meet the employment eligibility requirements as they pertain to the position.
- Must be able to pass background check to meet the employment eligibility requirements as they pertain to the position.

**License, Certification, or Special Requirements:**

- Native American preference shall apply to all positions.

**Knowledge, Skills, and Abilities:**

- Knowledge of reservation systems.
- Knowledge of all properties and amenities.
- Skill in operating business computers and office machines, including in a Windows environment, specifically Word, Excel, Access, PowerPoint and reservation systems.
- Ability to communicate effectively both verbally and in writing.
- Ability to be personable, responsive, caring, knowledgeable and flexible with all guests.
- Ability to create, compose, and edit written materials.
- Ability to service guests in a professional appearance and manner.
- Ability to gather data, compile information, and prepare reports.
- Ability to provide compelling information to increase tour bookings.
- Ability to provide a positive experience to hotel guests and fellow associates.
- Ability to work with a friendly and outgoing personality, and a pleasant voice and demeanor.
- Ability to work with confidential information.

**Physical Demands:**

- Frequent use of hands, wrists, fingers associated with computer and telephone operation.
- Required to sit for extended periods of time.
- Occasionally standing and walking throughout the casino and resort.
- Frequent talking and listening.
- Occasionally lift/push 10 pounds.

**Work Environment:**

- Normal office environment.
- Extended hours and irregular shifts may be required.