



**Department:** Marketing  
**Position:** Gaming Sales Coordinator  
**Employment status:** Permanent

**Purpose of the job:**

To act as the primary growth engine for the Gaming database, owning outbound sales telemarketing to a broad range of Emeralds customers.

**Qualifications:**

- Grade 12
- A Tertiary qualification in Sales/Marketing or similar will be advantageous.

**Experience:**

- 5 Years Casino customer service experience
- Experience in Sales, excels in booking visits by making proactive phone calls that model the sales-service guest experience
- Advanced user of Microsoft Excel, must have excellent communication skills and telephone etiquette

**Key performance areas:**

- Responsible for developing and maintaining coded players through direct mail, email, telemarketing, and leveraging databases.
- Actively participates in telephone solicitation and coordinates personalized direct mailings for assigned markets.
- Ensures seamless hand off of guest pre-trip itinerary for flawless on property execution by VIP Hospitality and Marketing Team.
- Fully complies with all applicable rules, regulations, laws and policies, and conducts themselves with highest levels of integrity and honesty.
- Responds to and consistently meets the needs of clients.
- Supports and cultivates new ideas and methods to deliver business solutions.
- Identifies ways to increase efficiencies or improve product or service.
- Clearly communicates programs/services to necessary people, seeks their support and keeps them informed of changes that may impact the business.
- Must be knowledgeable of all happenings across the Resort.
- Keeps track of existing products/services and/or progress on new initiatives.
- Develops skills to handle increasingly complex matters.
- Complies with and upholds company expectations including Code of Commitment, policies, procedures, industry regulations, department goals and business strategy.

If interested in applying for this position, please email your updated CV with all relevant certificates/qualifications attached to [vacancies@emeraldcasino.co.za](mailto:vacancies@emeraldcasino.co.za)

**Closing date 20 March 2020**

**Emerald Resort and Casino is an equal-opportunity employer.**

If you have not heard from us by the 30<sup>th</sup> or April 2020, please consider your application to be unsuccessful & whilst all applications will be carefully considered, only short-listed applicants will be contacted.