

JOB DESCRIPTION

JOB TITLE: Digital Executive Host – Maine
POSITION CODE:
GRADE:
DEPARTMENT:
REPORTS TO:
PAY TYPE: **Starting Salary:** \$70,000 annually
Performance Bonus: Up to \$32,000 annually

WE ARE CAESARS

At Caesars Entertainment, our Mission, Vision & Values reflect our unique purpose, providing people with possibilities and places to have fun. Our Mission, Vision & Values represent a unifying and inspiring way forward, and all Team Members are expected to uphold them.

- Our Mission: “Create the Extraordinary”
- Our Vision: “We create spectacular worlds that immerse, inspire and connect you. We don’t perform magic; we create it with excellence.”
- Our Values: “Blaze the Trail, Together We Win, All-In on Service”

Our corporate social responsibility framework, People Planet Play, represents our continuous dedication to enhancing economic development, uplifting the wellbeing of our Team Members and their families, and making positive contributions to the communities we operate in.

JOB SUMMARY

For this Digital Executive Host role, you will be responsible for ensuring that our highest-value sports and iGaming digital VIPs in Maine receive the family-style service for which Caesars Entertainment is famously known for. In this role, you will establish and maintain meaningful relationships with VIP guests located throughout Maine. You will be expected to achieve measurable business targets through the use of strategic marketing initiatives and digital offers. Your expertise and knowledge of the state of Maine and its residents will play an integral role in your success. You will also work closely with the Wabanaki Nations of Maine, building and maintaining strong, collaborative relationships. This is a hybrid role, with the expectation that you meet with your guests in person as often as possible, while also attending networking events to identify and engage new VIP guests. You will spend three days per week in the office, with the remaining two days working remotely. You will be supported by a leadership team committed to providing the tools and training necessary for your success, as well as fostering creative opportunities for your continued growth within the company.

HOW YOU WILL CREATE THE EXTRAORDINARY

- Create and maintain meaningful relationships with both Maine sports and iGaming VIPs.

- Drive guest engagement and wagering activity by leveraging strategic offers and promotions.
- Identify and cultivate prospective VIPs through in person networking and leveraging our Caesars Rewards database.
- Collaborate cross-functionally with teammates and leadership on both the sports and iGaming sides of the business to achieve performance goals and drive program success.
- Deliver high-quality guest interactions via phone, email, and text that reflect a warm, service-focused experience.
- Partner with VIP support and internal teams to resolve guest issues and proactively identify opportunities for targeted marketing campaigns.
- Travel to Caesars Digital VIP events to meet with your guests and create unforgettable experiences.
- Participate and show support in Maine community events on behalf of the company

WHAT YOU WILL NEED

- Minimum of two years of experience in sales or the gaming industry.
- Currently residing in the state of Maine with a reliable means of transportation.
- Strong knowledge of Maine and connections with the people and businesses within it.
- Demonstrated resilience with a positive, professional demeanor in a fast-paced environment.
- Ability to remain calm, empathetic, and solution-focused when handling escalated or challenging guest interactions.
- Strong problem-solving skills with a creative and proactive approach to addressing guest needs.
- Working knowledge of sports and casino games.
- Excellent organizational and time management skills with the ability to prioritize effectively.
- Ability to obtain and maintain required gaming licenses in all applicable jurisdictions.
- Proven ability to collaborate effectively and contribute to a high-performing team environment.

ADDITIONAL REQUIREMENTS

- Must have manual dexterity and coordination to operate office equipment including, but not limited to, computers, telephone/headset, etc.
- Must be able to work in moderate to loud noise conditions.
- Must be able to make telephone calls for extended periods (minimum 50+ calls/day).
- Must be able to lift up to 15 pounds.
- Must be able to tolerate areas containing secondhand smoke.
- Must be able to work for long periods of time, under fluorescent lighting.
- Must be able to work at a desk, for most of the day, in a seated position.
- Must be able to spend most of the day working off computer monitors and operating a keyboard.
- Although most of the position will be spent seated at a desk, there will be occasions where candidate must be able to remain on one's feet for long periods of time, and/or walk for long distances.
- Must be able to travel as needed.

TOGETHER WE WIN

We believe in delivering family-style service—an approach that fosters warmth, connection, and a genuine sense of belonging. Our team treats every guest and colleague with the same care and hospitality we would extend to family, creating a welcoming environment built on respect, teamwork, and personalized attention. Whether assisting customers or collaborating with coworkers, we prioritize service that is thoughtful, supportive, and rooted in genuine relationships

DISCLAIMER

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the current job or to require that other or different tasks be performed when circumstances change, (e.g. emergencies, changes in personnel, workload, rush jobs or technical developments).

EQUAL EMPLOYMENT OPPORTUNITY

Caesars Entertainment is an Equal Opportunity Employer. Caesars Entertainment will not discriminate against any employee or applicant based upon a person's race, color, creed, religion, national origin, sex, marital status, disability, status with regard to public assistance, age, sexual or affectional orientation, gender identity, familial status, ancestry, local human rights commission activity, citizenship, genetic information, protected veteran or military status, or any other protected class.