



Position Title: Customer Service Representative

Job Details:

Representatives work throughout the facility assisting guests. Positions include greeting guests at the front gates, provide tram and ADA safety, staffing information booths, promoting Diamond Club, giving tours and working special events as needed.

Must be able to all work race days, which includes weekends and holidays, during the Del Mar Thoroughbred Club summer racing season.

Time Commitment:

Summer Racing Season: July 18 – September 7, 2025
Thursday - Sunday (est 25 - 30 hrs week), seasonal, non-exempt
Closed Monday, Tuesday & Wednesday, Open Labor Day
Orientation & Training Mid-July (mandatory)

Position Reports To: Trish Stiles, Customer Service Manager

Requirements Skills/Experience

Must be able to work all live race dates

Must be 18 years of age with a valid driver's license.
Must enjoy working with people from all walks of life.
Provide guest with superior customer service at all times.
Enthusiastic personality and a strong sense of professionalism.
Must be able to stand for prolonged periods of time.
Knowledge of horse racing helpful but not necessary.

Hourly Rate: \$16.50 per hour

Contact: Trish Stiles
Customer Service Manager
cssuper@dmtd.com

Deadline for Applications: June 25, 2025

Del Mar Thoroughbred Club

P.O. Box 700 Del Mar California 92014
858-755-1141

Office Use Only
Date Received:

Date of Application: _____

Name:		
Address:		
City:	State:	Zip Code:
Home Phone:	Cell Phone:	Email:

GENERAL INFORMATION

Position applied for:	
Available to work:	Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Temporary <input type="checkbox"/>
Date available to start work:	
If you are not a U.S. citizen, do you have the right to work in the U.S.?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Have you ever applied for a position with or worked for DMTC before?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, specify dates: From: _____ To: _____	

EDUCATION

	Name of School and Address	Major	No. of Years Completed	Did you Graduate?
High School				
College				
Other (Specify)				

DMTC is an equal opportunity employer. DMTC does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by applicable state or federal civil rights laws.

EMPLOYMENT HISTORY

Please list your present and past work experience for the last 10 years, beginning with your current job. You may include volunteer activities.

Name of Employer:	From	To	
	Month	Year	Month Year
Address: <small>(Street, City & State)</small>		Telephone:	
Position:		Supervisor:	
Description of Duties:			
Reason for Leaving:			

Name of Employer:	From	To	
	Month	Year	Month Year
Address: <small>(Street, City & State)</small>		Telephone:	
Position:		Supervisor:	
Description of Duties:			
Reason for Leaving:			

Name of Employer:	From	To	
	Month	Year	Month Year
Address: <small>(Street, City & State)</small>		Telephone:	
Position:		Supervisor:	
Description of Duties:			
Reason for Leaving:			

If you need additional space, please continue your response on a separate page.

If you are employed now, may we contact your current employer? Yes ☐ No ☐

Are you able to perform the essential duties of the position for which you are applying, either with or without reasonable accommodations? Yes ☐ No ☐

Please list any job-related professional, trade, business or civic activities, organizations and associations. (You may omit those which indicate race, color, religion, national origin, ancestry, sex, age, or the existence of a disability):

Please provide the names, addresses, and telephone numbers of at least two references who are not related to you:

Person to be contacted in the event of an accident or emergency:

Name: _____

Address: _____

Telephone: _____

I hereby certify that the information contained in this application form is true and correct to the best of my knowledge and agree to have any of the statements checked by the DMTC unless I have indicated to the contrary. I authorize the references listed above, as well as all other individuals whom the DMTC contacts, to provide the DMTC any and all information concerning my previous employment and any other pertinent information that they may have. Further, I release all parties and persons from any and all liability for any damages that may result from furnishing such information to the DMTC as well as from any use or disclosure of such information by the DMTC or any of its agents, employees, or representatives. I understand that any misrepresentation, falsification, or material omission of information on this application may result in my failure to receive an offer or, if I am hired, my immediate dismissal from employment.

In consideration of my employment, I agree to conform to the rules and standards of the DMTC. I further agree that my employment and compensation can be terminated at will, with or without cause, and with or without notice, at any time, either at my option or at the option of the DMTC. I understand that no employee or representative of the DMTC, other than its president, has the authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the foregoing. Further, the president of the DMTC may not alter the at-will nature of the employment relationship unless the president and I both sign a written agreement that clearly and expressly specifies the intent to do so. I agree that this constitutes an integrated agreement with respect to the at-will nature of my employment relationship, that it is final and fully binding, and that there are no oral, written, or collateral agreements regarding this issue.

I also understand that all offers of employment are conditioned on the provision of satisfactory proof of an applicant's identity and legal authority to work in the United States, as well as the satisfactory completion of a post-offer medical examination.

Signature of Applicant

Date

Del Mar Thoroughbred Club
Privacy Notice to Employees,
Job Applicants and Contractors
Updated: April 2025

The California Consumer Privacy Act of 2018 (“CCPA”), as amended by the California Privacy Rights Act (“CPRA”), imposes specific obligations on businesses collecting personal information of California residents. Pursuant to these regulations, the Del Mar Thoroughbred Club (“DMTC”, “we” or “us”) is required to provide its employees, job applicants and contractors who are California residents interacting with DMTC in an employment-related capacity (“California Persons”) a notice, that identifies the categories of personal information that may be collected and explains why DMTC collects such information.

This Privacy Notice (“Notice”) is intended to provide California Persons with the notice required under the CCPA as amended by the CPRA. Please review this Notice periodically. You should read this Notice in its entirety before submitting information, including Personal Information, to us in any form. Whenever you submit Personal Information to us, you consent to the collection, use, disclosure, transfer and storage of such information in accordance with this Notice.

Please note that this Notice only addresses DMTC’s collection, use and disclosure of personal information collected in an employment-related context and only applies to California Persons, as defined above. This Notice does not apply to individuals who are not residents of California and/or who do not interact with us in an employment-related context. For information about our general privacy practices, please visit our Privacy Policy at www.dmtc.com/privacy-policy.

1. Updates

This Notice will be reviewed at least once every twelve (12) months and updated as necessary to reflect changes in our business, legal or regulatory obligations. DMTC will not collect additional categories of your personal information or use your personal information already collected for additional purposes without providing you with a notice of our intent to do so. Any changes to this Notice will be effective from the date they are communicated to you. If we make any material changes to this Notice, we will notify you by email or in person before such changes are effective.

2. Definitions

2.1 “Personal information” has the meaning as defined in the CRPA, and includes information that is collected by DMTC about you in the course of your employment for employment related purposes and encompasses any information that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked, directly or

indirectly, with you. Personal Information also includes “Sensitive Personal Information,” as that term is defined below, except where otherwise noted.

2.2 “Sensitive Personal Information” has the meaning as defined in the CPRA, and means Personal Information that reveals one’s social security, driver’s license, state identification card, or passport number; account log-in, financial account, debit card or credit card number in combination with any required security or access code, password, or credentials allowing access to an account; precise geolocation; racial or ethnic origin, religious or philosophical beliefs, or union membership; contents of mail, email or text messages; and genetic data. Sensitive Personal Information also includes processing of biometric information for the purpose of uniquely identifying a consumer and Personal Information collected and analyzed concerning a consumer’s health, sex life, or sexual orientation.

2.3 “Process”, “processed” or “processing” has the meaning as defined in the CRPA, and includes any operation or set of operations that are performed on personal information, whether or not by automated means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of personal information.

2.4 “Employees”, “employee” or “you” means an identified or identifiable natural person who is a California resident and who is acting as a DMTC job applicant, employee, or contractor. In this context “job applicant” refers to any person who has submitted his or her candidacy with DMTC; “employee” refers to any person who is employed at DMTC as a full-or part-time employee or temporary worker, and “contractor” means a natural person who provides any service to a business pursuant to a written contract.

2.5 Other CCPA Definitions. As used in this Notice, the terms “Collect,” “Service Provider,” “Third Party,” “Sale,” “Share,” “Consumer,” and other terms defined in the CCPA, as amended by the CPRA, have the meaning given to them in those regulations, whether or not such terms are capitalized herein.

3. Personal Information We Collect About You

Listed below are the categories of personal information that DMTC may collect about you:

3.1 Identifiers, including real name, alias, postal address, unique personal identifiers, email, account name, social security number, driver’s license number, passport number or other similar identifiers. In this context, a “unique personal identifier” means a persistent identifier that can be used to recognize an employee, or a device that is linked to an employee, over time and across different services, including, but not limited to, a device identifier; an Internet Protocol address; cookies, beacons, pixel tags, or similar technology; unique pseudonym, or user alias; telephone numbers, or other forms of persistent or probable identifiers.

3.2 Characteristics of protected classifications under California or federal law, including the following: race, skin color, national origin, religion (includes religious dress and grooming practices), sex/gender (includes pregnancy, childbirth, breastfeeding and/ or related medical conditions), gender identity, gender expression, sexual orientation, marital status, medical condition (such as genetic characteristics, cancer or a record or history of cancer), disability (such as mental and physical including HIV/AIDS, or cancer), military or veteran status, request for family care leave, request for leave for an employee's own serious health condition, request for pregnancy disability leave, and age.

3.3 Internet or other electronic network activity information, including browsing history, search history, application access location and information regarding an employee's interaction with an internet website, application or advertisement, time and geolocation data related to use of an internet website, application or physical access to a DMTC office location.

3.4 Professional or employment-related Information, including job related data, maintained as part of the employment relationship that is present in: a job application or resume; an employment contract; a contractor agreement; a performance review; a disciplinary record; photos; biometric data, including imagery of your fingerprint, face, and voice recordings; information from employee expenses; browsing and search history; payroll and benefits related data; internal and external contact information; or information captured from video, audio, systems, or other forms of monitoring or surveillance.

3.5 Education information, including information about an employee's educational background, such as education records, report cards, and transcripts that is not publicly available.

3.6 Inferences, including any information drawn from any of the personal information categories referenced above to create a profile about an employee reflecting the employee's characteristics, psychological trends, preferences, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes.

4. Purposes for Collecting Your Personal Information

DMTC collects the personal information identified in Section 3 above for the reasons listed below.

4.1 To Recruit employees, including to conduct employment related background screening and checks.

4.2 To administer benefits, such as medical, dental, and retirement benefits, including recording and processing eligibility of dependents, absence and leave monitoring, insurance and accident management and provision of online total reward information and statements.

4.3 To pay and reimburse for expenses, including salary administration, payroll management, payment of expenses, to administer other compensation related payments, including assigning amounts of bonus payments to individuals, administration of departmental bonus pools and administration of stock option payments.

4.4 To conduct performance-related reviews, including performance appraisals, career planning, skills monitoring, job moves, promotions and staff re-structuring.

4.5 To monitor work-related licenses and credentials, including provisioning software licenses for use in the course of an employee's work related responsibilities, ensuring compliance, training, examination and other requirements are met with applicable regulatory bodies.

4.6 To provide our employees with human resources management services, including providing employee data maintenance and support services, administration of separation of employment, approvals and authorization procedures, administration and handling of employee claims, and travel administration.

4.7 To assist you in case of emergency, including maintenance of contact details for you, and your dependents in case of personal or business emergency.

4.8 To monitor eligibility to work in the U.S., which means monitoring and ensuring compliance of employees' ability to work in the U.S.

4.9 To conduct healthcare-related services, including conducting pre-employment and employment-related medical screenings for return to work processes and medical case management needs; determining medical suitability for particular tasks; identifying health needs of employees to plan and provide appropriate services, including operation of sickness policies and procedures; and providing guidance on fitness for travel and fitness for expatriation.

4.10 To facilitate a better working environment, which includes conducting staff surveys, providing senior management information about other employees, and conducting training.

4.11 To ensure a safe and efficient working environment, which includes DMTC actions relating to disciplinary actions, and code of conduct processes and investigations.

4.12 To maintain security on DMTC websites and internet connected assets, which includes hosting and maintenance of computer systems and infrastructure; management of DMTC's software and hardware computer assets; systems testing, such as development of new systems and end-user testing of computer systems; training; and monitoring email and Internet access.

4.13 To comply with applicable law or regulatory requirements, such as legal (state and federal) and internal company reporting obligations, including headcount, management information, demographic and Health, Safety, Security and Environmental reporting.

5. Sources of Personal Information

We collect categories of Personal Information listed above from the following sources:

- Directly from you, such as for example, from forms you complete or services we provide.
- Indirectly from you, such as for example, observing your actions on our website or from information your computer or mobile device transmits when interacting with our website or mobile applications.
- From Third Parties, such as for example, from recruiters who submit your information to us for an employment position that may interest you and consumer reporting agencies for employment background checks.

6. Categories of Entities to Which We Disclose Personal Information

For each of the categories of Personal Information listed above, we disclose such information to our affiliates and Service Providers for the purposes described above in this Notice and to government authorities, including regulatory agencies and courts, as is reasonably necessary for our business operational purposes, to assert and defend legal claims, and otherwise as permitted or required by law.

We grant our Service Providers access to Personal Information only to the extent needed for them to perform their functions, and we require them to protect the confidentiality and security of such information.

7. Retention of Personal Information

DMTC retains each of the categories of Personal Information listed above only for the period reasonably necessary to perform the business purposes described in this Notice, including to satisfy our legal and/or regulatory obligations. Personal Information that we no longer need for such purposes will be deleted or anonymized.

Should we need to retain and/or use Personal Information for purposes not covered by this Notice, we will provide you with additional notice.

8. Sale or Sharing of Personal Information

DMTC has not Sold or Shared any of the categories of Personal Information listed above in the past twelve (12) months for any California Person.

Details regarding how DMTC handles Personal Information we collect from Consumers who are not California Persons as used herein (i.e., not employees, job applicants and contractors who are California residents interacting with DMTC in an employment-related capacity) can be found in our Privacy Policy which is located at www.dmtc.com/privacy-policy.

9. How to Access and Control Your Personal Information

If you are a California Person (as defined above) you may submit a verified request for:

- the correction, update, or deletion (subject to certain exceptions) of your Personal Information,
- the categories of Personal Information we have collected,
- the categories of sources from which we have collected your Personal Information,
- the business or commercial purpose(s) for collecting and disclosing your Personal Information,
- a copy of your Personal Information retained by us, to be delivered in a structured, commonly used and machine readable format to review or to transfer or transmit to another entity without hindrance, to the extent that that is technically feasible,
- the categories of third parties with whom we share your Personal Information, and
- the specific pieces of Personal Information we have collected about you, and
- to limit the use and disclosure of Sensitive Personal Information.

Please note that under the CCPA, as amended by the CPRA, you have the right to opt-out of the sale of your Personal Information to third parties, however, DMTC does not sell Personal Information, as that term is defined in the CCPA. You also have the right to opt-out of “sharing” your information for advertising purposes, however, DMTC does not share your Personal Information for advertising purposes as it is defined in the law.

We value the security and confidentiality of your Personal Information. Consequently, we may need you to provide us with additional information to verify your request, such as providing certain data elements so that we can confirm they match the Personal Information already maintained by us. We will not use this additional information for any purpose other than handling your request. You may designate an authorized agent to make a request in certain circumstances on your behalf. Such authorized agent must be registered with the California Secretary of State.

We endeavor to respond to all such requests within forty-five (45) days, although there may be a brief delay in processing a request while we verify that the request is valid and originates from you as opposed to an unauthorized third party. If we require more time, we will inform you of the reason and extension period in writing.

We will not discriminate against you for exercising your rights.

To exercise your rights as described above, please submit a request by:

- Sending an email to ann@dmtd.com with “**California Employee Privacy Notice**” in the subject line of your email: or
- Calling DMTC’s Data Protection Officer at 858.792.4284

10. Further Information

If you have any questions about this statement, please contact the DMTC Data Protection Officer at ann@dmtd.com.