

**Job Title:** Slot Attendant  
**FLSA:** Non-exempt  
**Reports to:** Slot Manager  
**Benefits:** Eligible upon 90 days – PTO/Holidays/Health/Optical/Dental/Life  
**Retirement:** Eligible for enrollment on the first day of hire.

**Department:** Casino  
**Status:** Full-time  
**Pay Grade:** 4

**SUMMARY:**

The Slot Attendant greets guests in a friendly manner and maintains cleanliness and order in customer areas. This position is responsible for taking beverage orders and collecting payment from guests if they are purchasing alcohol. The Slot Attendant must maintain a pleasant and courteous demeanor at all times.

**MEETING PERFORMANCE EXPECTATIONS:**

The Slot Attendant is responsible for insuring that the casino operation adheres to all required policies of the Indian Gaming Regulatory Act, National Indian Gaming Commission, Tribal Gaming Commission, and any state policy that affects tribal gaming. The Slot Attendant must be knowledgeable of these policies and procedures and be able to interpret information to the public. The Slot Attendant must as well be knowledgeable of internal policies and procedures regarding cash handling, payouts, and overall staff requirements and strictly follow these on a daily basis.

**ESSENTIAL DUTIES & RESPONSIBILITIES INCLUDE THE FOLLOWING:**

- Greets and interacts with guests in a friendly, professional, and attentive manner.
- Exceptional Customer Service including a friendly, helpful and responsive demeanor at all times
- Creates a warm and fun atmosphere Gives a warm and pleasant farewell to guests and invites them to return
- Answers questions about gaming machines, must be familiar with the operation and performance of each machine and perform minor mechanical repairs to machines when needed.
- Show customers where they can cash their gaming machine tickets
- Helps with refilling drinks for guests as needed.
- Maintain guest contact and anticipate guest needs
- Investigates player complaints and machine malfunctions.
- Follows alcohol awareness procedures for preventing intoxication of guests and if they become intoxicated how to handle the guest
- Keeps a neat and clean casino area.
- Vacuums, wipes down machines, empty trash and ash trays.
- Demonstrate a high level of discretion and professionalism when dealing with daily operations and personnel issues
- Be knowledgeable and able to follow all policies and procedures as outlined in the official Cash Handling Manual and the official Policies and Procedures Manual established by S & K Gaming LLC
- Adheres to company sanitation procedures and personal hygiene policies.
- Communicates continually during shift with Floor Manager to ensure smooth operations

- Keeps immediate supervisor promptly and fully informed of all problems or unusual matters of significance and takes prompt corrective action where necessary or suggests alternative courses of action which may be taken
- Performs all duties and responsibilities in a timely and effective manner in accordance with established policies
- Well versed in the concepts of quality customer service
- To maintain the highest quality and production of the operation and provide a favorable image at all times
- Maintain a teamwork effort
- Be required to work a varied schedule which includes nights and weekends.
- Completes assigned prep work and beautification duties as directed
- Periodic deep cleaning projects
- Other Duties as assigned

**EDUCATION AND/OR EXPERIENCE:**

- Must possess a High School Diploma or GED.
- Minimum of 6 months prior experience working with the public is required.
- Exceptional guest service and communication skills

**SPECIAL QUALIFICATIONS:**

- Problem solving and decision making.
- Must have the ability to interpret and apply verbal and/or written instructions
- Skill in observing situations and striving for high guest satisfaction
- Keep supervisor informed promptly and fully of all problems or unusual matters of significance and take prompt corrective action where necessary. Suggest alternative courses of action.
- Skill in dealing courteously with the public and coworkers.
- Ability to effectively communicate.
- Will be required to successfully pass a pre-employment drug test and as a condition of employment will be subject to random drug testing.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

- The Slot Attendant works directly with Casino Staff
- This position will require physical activity.
- Will be working in a smoking environment.
- Able to stand walk, and often with little time to sit during an entire 10 hour shift. Must be able to lift/carry 40 pounds at a time
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Must be able to read menu to sight-impaired guests. Must possess good math skills
- Effectively card all guests who appear to be under the age of 30
- Broken glass and slipping are hazards of job
- Walking on wet floors.
- Working weekends and Holidays are required.

**CERTIFICATES/LICENSES & REGULATIONS:**

- Title 31 Bank Secrecy Act (Anti-Money Laundering)
- Obtain the Safe Serve Certification.
- Must pass a background check and drug screening.
- Must complete the finger print processing.
- Required to obtain and maintain an unrestricted gaming license from the CS&KT Gaming Commission and NIGC. Ability to obtain and maintain a Tribal Gaming License.
- It is the responsibility of the employee to have all documents current and valid at all times.

I certify that I have read this job description and understand each one of the requirements for this position, including but not limited to the physical requirements.

By signing this document, I certify that I meet **all** the physical requirements for this job without limitation.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
HR Representative

\_\_\_\_\_  
Date