

Job Title:	Slot Supervisor	Department:	Casino
FLSA:	Non-exempt	Status:	Full-time
Reports To:	Slot Manager	Pay Grade:	9
Benefits:	Eligible upon 90 days – PTO/Holidays/Health/Optical/Dental/Life		
Retirement:	Eligible for enrollment on the first day of hire.		

SUMMARY:

The Slot Supervisor is responsible for ensuring exceptional customer service, supervising gaming operations and supervising personnel on the casino floor. This employee must be able to work on machines as problems occur and observe gaming activity as it takes place on the casino floor. The Slot Supervisor will be responsible for processing jackpots and filling out proper paperwork needed to complete the jackpot. The Slot Supervisor is required to know and understand all casino policies and procedures which pertain to their position. The Slot Supervisor is also responsible for training all new employees on the casino floor holding positions as a floor attendant and floor manager. This position requires a high level of customer service and understanding of procedures to ensure a smooth running operation.

MEETING PERFORMANCE EXPECTATIONS:

Responsible for the overall performance of the casino floor, including staffing, slot machine play, guest service, knowing all casino promotional events as appropriate and ensure adherence to all established regulatory controls. This includes Tribal Gaming internal Control Standards. This employee must be responsible in protecting the assets of S&K Gaming at all times and keep the KTN Operations Manager apprised of activities occurring while on shift. The Slot Supervisor must handle any customer and/or employee disputes, this may include other difficulties encountered on shift where a decision is needed.

ESSENTIAL DUTIES & RESPONSIBILITIES INCLUDE THE FOLLOWING:

The following is a list of the main duties/responsibilities. However, other duties may be assigned as deemed necessary by reporting senior.

- Ensure customer satisfaction through prompt, efficient and friendly service.
- Supervision of staff to include hiring/terminating recommendations, operational orientation and staff training and development.
- Ensure that proper procedures are followed at all times, internal controls, personnel policies, and department operational standards and controls.
- Maintain floor surveillance over the entire gaming area in order to detect irregularities on the part of guests or assigned personnel.
- Verify large jackpots, ensuring all necessary paper work is complete and correct, and that the proper transfer of monies occurs.
- Review and monitor staff variance and procedural violations, addressing concerns expeditiously and appropriately, to ensure integrity through accountability.
- Resolve guest complaints/disputes efficiently and professionally.
- Participate and attend designed meetings, training, activities, etc...as directed.
- This position is considered a working Manager with ability and practical experience to perform every detail and function under his/her direction relative to gaming.
- Maintains knowledge of Gaming regulations in accordance of Tribal Gaming Commission internal controls.
- Create a monthly schedule for the casino floor attendants
- Plan and execute bi-weekly team meetings with floor managers and floor attendants
- Offer in house training for floor attendants and floor managers
- Provides leadership direction to individuals directly reporting to this position.
- Ensures all employees within areas of responsibility receive fair and equitable treatment with regard to their respective terms and conditions of employment.

- Held accountable, to a very high degree, for the accuracy and thoroughness of departmental functions and efficiencies.
- Work a schedule that allows shifts to be worked including nights and weekends
- Responsible for training all new employees including Floor Managers and Floor Attendants
- May be asked to perform other duties as assigned.

EDUCATION AND/OR EXPERIENCE:

- To perform this job successfully this position requires gaming industry experience.
- High school diploma or general education degree (GED) required.
- Must have two years of casino experience and/or Management experience.
- The ability to read English and understand both written and verbal instructions is required.
- Must have experience with extensive cash handling, computer skills, and employee supervision.

SPECIAL QUALIFICATIONS:

- Successful candidate must have experience in multi-tasking in a stressful environment; the ability to follow instructions and to perform multiple tasks with little or no supervision.
- This individual must have good writing, communication, and computer skills.
- Employee must be able to learn new surveillance software, and gaming operations procedures quickly to insure surveillance security.
- Must be highly responsible and consciences.
- Maintain customer confidentiality at all times, train employees on surveillance issues, and develop an effective department.
- This individual must be punctual and dependable in all requirements of the job.
- This individual must maintain a neat and professional appearance.
- Must be able to effectively work alone and/or with other employees in a team environment.
- Must obtain S & K Gaming license and hold a valid driver license.
- 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 & WORK ENVIRONMENT:

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is also regularly required to stand, walk, sit, and use hands to finger, handle, feel, climb or balance, and stoop, kneel, crouch or crawl. The employee must be able to lift a maximum of 50 lbs. and push, pull, or drag up to 100 lbs. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

CERTIFICATES/LICENSES & REGULATIONS:

- Title 31 Bank Secrecy Act (Anti-Money Laundering)
- Must obtain and maintain the Safe Serve Certification.
- Must pass a background check.
- 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