

Job Title: Dual Lead/Cashier
FLSA: Non - Exempt
Reports To: Cage Manager
Benefits: Eligible upon 90 days – PTO/Holidays/Health/Optical/Dental/Life
Retirement: Eligible after one year and 1,000 hours of employment

Department: Casino Admin
Status: Full Time
Pay Grade: 6

SUMMARY:

The Dual/Lead Cashier is responsible for the oversight of the entire cash handling operation in the absence of Lead Cashier/Cage Manager. Ensuring that all functions are performed in accordance with all applicable laws, rules and regulations of the Gaming Commission, Federal and State Tax Commissions and in compliance with Title 31 Bank Secrecy Act (Anti-Money Laundering) regulations, System Internal Control Standards (SICS), and Tribal Internal Control Standards (TICS) policies and procedures. Also responsible for counting large sums of monies, the cashier conducts financial transactions for customers and reconciles daily summaries of financial transactions. Maintains cleanliness and order in customer areas and maintains records of promotional drinks and other items. The cashier must maintain a pleasant and courteous demeanor at all times

MEETING PERFORMANCE EXPECTATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Responsibilities listed below are representative of the knowledge, skills and/or ability needed to effectively execute this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

ESSENTIAL DUTIES & RESPONSIBILITIES INCLUDE THE FOLLOWING:

The following are only examples and are not intended to be all inclusive or restrictive; other duties may be assigned as necessary. Requirements for this position are necessary for us to reach our fullest potential in providing a superior entertainment experience to our guests.

- Performs all functions in accordance with applicable Tribal, Federal and other laws and gaming regulations and S&K Gaming LLC policies and procedures and controls.
- Maintains a working knowledge of casino operations and relevant gaming issues, regulations and Tribal Internal Control Standards in accordance with NIGC Minimum Internal Control Standards.
- Carries out procedures, schedules and evaluates personnel in keeping with approved policies, procedures, and practices.
- Provides coaching counseling and recommendations for recognition to encourage excellent performance in all areas.
- Ensure the accurate accounting of transactions and provides reporting and analysis.
- Investigates complaints of employees and makes recommendations to the Cage/Vault Manager, when applicable.
- Promotes outstanding guest relations. Handle any customer and or employee disputes; this may include other difficulties encountered on shift where a decision is needed. Handle customer disputes in a professional manner.
- Track, maintain, and document all staff overages/shortages. Review and monitor staff variance and procedural violations, addressing concerns expeditiously and appropriately, to ensure integrity through accountability.

- Develop department members' knowledge and skills through education, training, coaching, corrective counseling, etc.
- Responsible for daily cash deposit.
- Promote effective and professional communications with supervisors, co-workers and subordinates through regular staff meetings, co-worker/management/supervisor team meetings and other forms of communication.
- Review/complete daily staff reports/logs, progressive totals, variance and other reports as needed.
- Authorize complimentary amenities for casino guests under established guidelines.
- Ensure that operation of equipment tools and materials are handled in a safe manner
- Promote internal guest service standards through courteous and respectful behavior
- Develops and implements staff development plans or those employees who display the necessary skills, motivation and attitude to grow within the organization.
- Understands and monitors all computerized systems utilized by operational and support demands.
- Held accountable, to a very high degree, for the accuracy and thoroughness of departmental functions and efficiencies.
- Ensures compliance with all applicable regulations, laws, internal policies/procedures, and internal control protocols.
- Issues written and oral instructions.
- Implements any and all internal controls deemed necessary to ensure the highest level of asset protection.
- Meets the attendance guidelines of the job and adheres to regulatory, departmental and company policies.
- This job will require weekend, holiday, early morning, and late night work hours.
- Cooperates with Internal and External auditors, Compliance and Investigations as necessary.
- Maintains a working knowledge of casino operations and relevant gaming issues, regulations and Tribal Internal Control Standards in accordance with NIGC Minimum Internal Control Standards.
- Issues cage bank increases.
- Use a computer to record transactions.
- Provide check cashing authorization through Global Financial.
- Keep precise records ensuring the accuracy of reports such as authorized forms, transaction control and exchange summary reports.
- Report transactions involving large sums in the Resort Advantage System.
- Acknowledge guest promptly while providing exceptional customer service.
- Provide change and cash gaming tickets for customers when needed.
- Maintain guest contact and anticipate guest needs.
- Follows alcohol awareness procedures for preventing intoxication of guests and if they become intoxicated how to handle the guest.
- Greets customers, gives a warm and pleasant farewell to guests, and invites them to return.
- Keeps a neat and clean cage area.
- Demonstrate a high level of discretion and professionalism when dealing with daily operations, 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.

- Communicates continually during shift with staff to ensure smooth operations or on Title 31 compliance.
- 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.
- Maintain confidentiality of customers' transactions.
- Maintain a teamwork effort.
- Balance money drawers at the end of each shift.
- Maintain gaming cage security
- Other duties as assigned.

EDUCATION and/or EXPERIENCE:

- High School Diploma or equivalent General Education Degree is required.
- The ability to read English and understand both written and verbal instructions is required.
- Six (6) months of cash handling experience.
- Six (6) of work experience in a position that required supervision of staff and management or allocation of limited resources is required.
- Will be required to successfully pass a pre-employment drug test and as a condition of employment will be subject to random drug testing.

SPECIAL REQUIREMENTS:

- Strong leadership and customer service orientation required.
- Strong computer skills to include working knowledge of Microsoft Office Products are required.
- The ability to follow instructions and to perform repetitive tasks under close supervision is required.
- This individual must be punctual and dependable in reporting to work as scheduled and completing assigned tasks.
- This individual must maintain a neat and hygienic appearance.
- This individual must be able to work effectively with peers, staff members and regulatory agency personnel.
- Effective communication skills required.
- Must be extremely numbers oriented and computer literate with good math skills.
- Knowledge of equipment uses such as computers, currency counters, and calculators.
- Prefer experience as a cashier in a bank, financial institution or retail services.
- Ability to work flexible hours/shifts including evenings, weekends and holidays required.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 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, or feel objects, tools or controls.
- The employee is required to reach with hands and arms, and to sit, climb or balance, and stoop, kneel, crouch or crawl.
- The employee must be able to lift a maximum of 40 lbs and push, pull, or drag up to 100 lbs.
- Will be working in a smoking environment.

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, AND REGULATIONS:

- Must be able to provide authorization to work in the United States.
- Must be able to obtain and maintain current Title 31 Bank Secrecy Act (Anti-Money Laundering) certification.
- Must be able to obtain and maintain current SafeServ Certification
- Must pass a background check.
- Must complete the finger printing process.
- Required to obtain and maintain an unrestricted gaming license from the CS&KT Gaming Commission and NIGC.
- It is the responsibility of the employee to have all documents current and valid at all times.

This description is intended to be generic in nature. It is not intended to determine specific duties and responsibilities of any particular position. Essential functions and overtime eligibility may vary based on the specific tasks assigned to the position.

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.

Print Name

Date

Employee Signature

Date

HR Representative

Date