

Job Title:	Slot Attendant	Department:	1322
FLSA:	Non-exempt	Status:	Full-time
Reports to:	Slot Manager	Pay Grade:	4
Benefits:	Eligible upon 90 days – PTO/Holidays/Health/Vision/Dental/Life		
Retirement:	Eligible for enrollment on the first day of hire		

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 always maintain a pleasant and courteous demeanor. The Slot Attendant is responsible for ensuring 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 daily.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Greets and interacts with guests in a friendly, professional, and attentive manner.
- Exceptional customer service including a friendly, helpful and responsive
- Creates a warm and fun atmosphere
- 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
- 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 Slot Manual established by S & K Gaming LLC
- Adheres to company sanitation procedures and personal hygiene policies
- Communicates continually during shift with Slot Supervisor 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
- 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
- Keeps a neat and clean casino area.
- Vacuums, wipes down machines, may have to empty trash and ash trays
- Restocking and may have to change pop canisters and/or CO2 canisters
- To maintain the highest quality and production of the operation and always provide a favorable image
- Maintain a teamwork effort

- Gives a warm and pleasant farewell to guests and invites them to return
- Periodic deep cleaning projects
- Other duties as assigned

SUPERVISION EXERCISED:

- None

EDUCATION AND/OR EXPERIENCE:

- High School Diploma or GED required
- Minimum of six (6) months prior experience working with the public required

REQUIRED KNOWLEDGE, SKILLS & ABILITIES:

- Exceptional guest service and communication skills
- 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
- Skill in dealing courteously with the public and coworkers.
- Ability to effectively communicate

PHYSICAL DEMANDS & 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 shift.
- Must be able to lift or 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, slipping and walking on wet floors are hazards of job
- May walk on wet floors
- Ability to work flexible hours/shifts including evenings, graveyards, weekends and holidays required

CERTIFICATES, LICENSES & REGULATIONS:

- Required to complete Title 31 Bank Secrecy Act (Anti-Money Laundering) certification annually
- SafeServ certification required
- Required to watch Customer Service video annually
- Required to watch Sexual Harassment video annually
- Must complete fingerprint processing
- Required to obtain and maintain gaming license from the CSKT Tribal Gaming Commission annually
- Will be required to successfully pass a pre-employment drug test and as a condition of employment will be subject to random drug testing
- It is always the responsibility of the employee to have all documents current and valid

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 Print & Sign

Date

HR Representative

Date