

Job Title:	Dual Slot Supervisor/Slot Attendant	Department:	1322
FLSA:	Non-exempt	Status:	Full-time
Reports To:	Slot Manager	Pay Grade:	7
Benefits:	Eligible upon 90 days – PTO/Holidays/Health/Vision/Dental/Life		
Retirement:	Eligible for enrollment on the first day of hire		

SUMMARY:

Dual Supervisor is a staff member who oversees ensuring customer service, supervise gaming operations, and supervising personnel on the casino floor. This employee must be able to work on machines as problems occur, observe gaming activity as it takes place on the casino floor, as well as to ensure cleanliness. Dual Slot Supervisor will also be responsible for processing jackpots and filling out the proper paperwork needed to complete the jackpot. Dual Slot Supervisor is required to know and understand all casino policies and procedures that pertain to their job. This position requires a high level of customer service and understanding of procedures to ensure a smooth-running operation. Responsible for the overall performance of the casino floor on assigned shift, including staffing, slot machine play, guest service, knowing all casino promotional events as appropriate and ensure adherence to all established regulatory controls, including Tribal Gaming Internal Control standards. This employee must be responsible in protecting the assets S & K Gaming, LLC always and keep the Slot Manager apprised of activities occurring on shift. Dual 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:

- Ensure customer satisfaction through prompt, efficient and friendly service
- Ensure that proper procedures are always followed , 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 paperwork is complete and correct, and that the proper transfer of monies occurs
- Resolve guest complaints/disputes efficiently and professionally
- Participate and attend meetings, training, activities, etc. as directed
- This position is considered a working supervisor and a floor attendant 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
- Provides leadership direction to individuals directly reporting to this position
- Ensures all employees within areas of responsibility receive fair and equitable treatment regarding their respective terms and conditions of employment
- Held accountable, to a very high degree, for the accuracy and thoroughness of departmental functions and efficiencies
- Other duties as assigned

SUPERVISION EXERCISED:

- When clocked in as Dual Slot Supervisor will supervise Slot Attendant(s)

EDUCATION and/or EXPERIENCE:

- High School diploma or GED required
- Must have three (3) months of casino OR supervisory experience
- To perform this job successfully this position requires gaming industry experience

- Must have experience with extensive cash handling, computer skills, and employee supervision

REQUIRED KNOWLEDGE, SKILLS & ABILITIES:

- 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
- Must have good writing, communication and computer skills
- The ability to read English and understand both written and verbal instructions is required.
- Must be able to learn new gaming operations
- Must be highly responsible and consciences
- Always maintain customer confidentiality and develop an effective department
- Must be punctual and dependable in all requirements of the job
- Must maintain a neat and professional appearance.
- Must be able to effectively work alone and/or with other employees in a team environment

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.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus
- Ability to lift a maximum of 40 lbs. and push, pull, or drag up to 50 lbs.
- Ability to work flexible hours/shifts including evenings, graveyard, weekends and holidays required
- Will be exposed to smoke in the workplace

CERTIFICATES, LICNESES & 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 process
- Required to obtain and maintain gaming license from the CSKT Gaming Commission annually
- This individual 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