



POSTED: 1/5/2020

DEADLINE: UNTILL FILLED

JOB DESCRIPTION

POSITION: Floor Supervisor

DEPARTMENT: Table Games

LOCATION: Resort

SUPERVISOR: Pit Boss

EMPLOYMENT: Full-Time/Part-Time

PAY RATE: Pay Grade 10 (\$11.50 - \$15.19 per/hr. D.O.E.)

JOB DESCRIPTION:

Floor Supervisor for the Table Games Department is responsible for any monetary transactions on table games and must confirm that they are correct. The Floor Supervisor supervises of all dealers and is responsible for evaluating dealers in written form.

RESPONSIBILITIES:

- Provide excellent Guest Service to guests, internal and external through active guest engagement and positive attitude.
- Must “track” all play and ensure proper documentation for those patrons. (Example: cards, CTR and daily logs)
- Must coach dealers when errors occur in a timely and constructive manner that would discourage future mistakes.
- Will provide pertinent information to shift managers when asked.
- Will be responsible for chip tray verification.
- Maintain knowledge of ALL the games to the pit to which he/she will be assigned. (Example: blackjack, craps, or poker). Knowledge should include but not limited to the following:

- a) Procedure for each game assigned.

- b) Awareness of designed shuffles for each game.
- c) All changes that may affect each game to which assigned.
- d) Any policy changes that affect each area.
- Must be able to communicate at a managerial level in both oral and written fashion.
- Knowledge of CTR and other legal and financial forms pursuant to LVD.
- Responsible to enforce all rules, regulations, policies and procedures set by Resort.
- Responsible for the training, supervision, scheduling and development of all Department Team members.
- Due to the dynamic Casino Environment from time to time, we require employees to be flexible and assume other responsibilities assigned by management.

MINIMUM QUALIFICATIONS:

- Must have a high school diploma or G.E.D.
- Prior dealing experience for 2,000 or more hours.
- Must pass background checks and other pre-employment screenings.
- Must be able to receive and maintain a Gaming License.

PREFERRED QUALIFICATIONS:

- Prior supervisory experience.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.

OUR MISSION

Our Mission is to provide an exceptional and memorable experience to every Guest, every time. Each Team Member will demonstrate a high level of professionalism, provide a safe, clean and entertaining experience for all Guests, internal and external.

Integrity, Service, Professionalism, Value. This is our **PROMISE**.

Date Approved by the Public Enterprise Finance Commission (PEFC): 12/27/2016

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