



INITIAL POSTING: APRIL 8, 2019

DEADLINE: UNTIL FILLED

JOB DESCRIPTION

POSITION: Slot Attendant

DEPARTMENT: Slots

LOCATION: Resort

SUPERVISOR: Slot Supervisor

EMPLOYMENT: Full-Time (Seasonal – Ineligible for Benefits)

PAY GRADE: Pay Grade 4 (\$9.00 - \$10.97 per/hr. D.O.E.)

DESCRIPTION:

Responsible for the overall service needs of the gaming floor. Under the supervision of the Slot Supervisor, slot attendants assist with jackpot pay-outs and all other guest needs. The Slot Attendant is an ambassador for the Resort and must provide all guests with any requested information or assistance.

RESPONSIBILITIES:

- Provide excellent guest service through active guest engagement and positive attitude.
- Responsible for jackpot pay outs and paper fills, ensuring company policies are met.
- Responsible for basic service needs of all slot machines.
- Assists in ensuring machine integrity when jackpots occur and at other times requested.
- Knowledge of local jurisdiction gaming laws (federal, state, etc.) and attendant regulations as well as the company's internal controls, policies and procedures.
- Reports disputes and unusual customer activities to the attention of the Shift Manager.
- 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:

- High School diploma or G.E.D.
- Ability to read and comprehend simple instructions, short correspondence, and memos.
- The Employee must frequently lift and/or move up to 30 pounds. Specific vision, depth perception, and the ability to adjust focus.
- Must pass background checks and other pre-employment screenings.
- Must be able to receive and maintain a Gaming License.

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

Northern Waters Casino Resort

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