



POSTED: September 27th, 2021

DEADLINE: Until Filled

JOB DESCRIPTION

POSITION: Slot Supervisor

DEPARTMENT: Slots

LOCATION: Resort

SUPERVISOR: Slots Manager

EMPLOYMENT: Full-Time/Part-Time

SALARY/PAY RATE: Pay Grade 9 (\$12.50 - \$14.59 per/hr. D.O.E.)

JOB DESCRIPTION:

Supervises all the slot department and its employees. Ensures proper adherence to policies, procedures and attendance. Assists the department manager in setting policy and direction while assisting the team members with accurate operation of the Slot Department.

RESPONSIBILITIES:

- Provide excellent Guest Service to guests, internal and external through active guest engagement and positive attitude.
- Supervises the slot team members and maintains control of the gaming floor during assigned shift.
- Trains and assists team members with all aspects of their job
- Assign duties and to all attendants and technicians, and establish policies as needed
- Evaluate, counsel, and corrects employees when needed
- Maintain proper scheduling and floor coverage during assigned shift
- Maintaining shift log and completing all paperwork required for each shift worked
- Ensures all slot machines maintain regulatory and resort standards.

- Settle and or make decisions on customer or employee disputes when necessary
- Provide input for changes or improvements to all aspects of slot operations
- Delegate responsibilities to slot personnel and motivate employee performance
- Must be able to provide general casino information when required and stay current as to casino promotions and area activities
- Maintain Title 31 compliance.
- Must be able to perform the duties and responsibilities of any slot department position when deemed necessary by Slot Manager
- Assists in the development of policies and procedures.
- 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:

- High School Diploma or GED
- Be able to supervise all team members.
- Willing to work weekends, nights, and holidays.
- Must be able to receive and maintain a Gaming License.
- Be able to interact with the public and employees alike in a cordial and dignified manner.
- Must pass background checks and other pre-employment screenings.
- 3 years casino slot 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

Northern Waters Casino Resort

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