



POSTED: NOVEMBER 24th, 2021

DEADLINE: Until Filled

JOB DESCRIPTION

POSITION: Slot Attendant
DEPARTMENT: Slots
LOCATION: Resort
SUPERVISOR: Slot Supervisor
EMPLOYMENT: Full-time
PAY GRADE: Pay Grade 4 (\$11.00 per/hr. D.O.E.)

DESCRIPTION:

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

RESPONSIBILITIES:

- Provide excellent guest service, internal and external through active guest engagement and positive attitude.
- Responsible for jackpots and paper fills, ensuring Company policies are being 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.
- Brings disputes and unusual customer activities to the attention of the Shift Manager.
- Due to the dynamic casino environment, 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.
- Must be Title 31 compliant.

- Must be able to work nights, weekends and holidays.

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): August 6, 2019

Northern Waters Casino Resort

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