



**POSTED: August 30<sup>th</sup>, 2023**

**DEADLINE: Until Filled**

### **JOB DESCRIPTION**

**POSITION:** Slot Supervisor

**DEPARTMENT:** Slots

**LOCATION:** Resort

**SUPERVISOR:** Slots Manager

**EMPLOYMENT:** Full-Time

**SALARY/PAY RATE:** \$18.00 - \$22.00/Hour (Non-Exempt) D.O.E.

**LICENSE STATUS:** Key-Employee

### **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.
- Shall be required to read, implement, and adhere to all NWCR Policies and Procedures, LVD Gaming Ordinance, Tribal/State Gaming Compact, NIGC Minimum Internal Control Standards, Indian Gaming Regulatory Act, LVD Tribal Internal Control Standards, Title 31 Minimum Internal Control Standards, NWCR Casino Employee Handbook, Slots Department Policy and Procedure Manual.
- Supervises the slot team members and maintains control of the gaming floor during assigned shifts.

- Trains and assists team members with all aspects of their job.
- Assign duties 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.
- 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 for enforcing 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.
- Be able to interact with the public and employees alike in a cordial and dignified manner.
- 3 years casino slot experience.
- Must pass background checks and other pre-employment screenings necessary 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.*

#### **PREFERENCE FOR HIRING:**

**Preference shall be given when it is established that the applicant meets the qualifications as stated in the job description. The following order shall be adhered to for hiring:**

- **Enrolled LVD Tribal Member**
- **Parents/Legal Guardian of LVD Tribal member children and spouses of Tribal Members**
- **Other Native Americans**

- All Others

**Date Approved by LVD Gaming Commission: 05/16/2023.**

**Date Approved by the Public Enterprise Finance Commission (PEFC): 08/29/2023**

**Northern Waters Casino Resort**

**P.O. Box 129, N5384 US 45**

**Watersmeet MI, 49969**

**Email: [hr@lvdcasino.com](mailto:hr@lvdcasino.com)**

**Website: <http://www.lvdcasino.com/Content/Careers.cfm>**

**Phone: 906-358-4226 Ext. 7318**

**Fax: 906-358-4913**

**Sign \_\_\_\_\_ Date \_\_\_\_\_**