Employee Requisition Form

Position to Be Filled: **Bingo Admissions Supervisor**

Purpose: Provide exemplary customer service to the Guests of the Tachi Palace Hotel & Casino by monitoring the overall performance and efficiency of the Admission Department on a day-to day basis.

Required Qualifications / Essential Duties:

- Ensures excellent customer service by making sure that all Bingo operations relating to the admissions process is ready prior to each Bingo session and by proving information, materials, programs and/or assistance to Admissions Clerks, guests, customers and other staff members
- Ensures that all members of the admission's department are properly trained
- Ensures the smooth and efficient operation for the Admission Department by issuing Bingo Packs and Specials to the Admission Clerks, Bingo office and the Bingo Money Room; doing void transactions for the Admissions Clerk; verifying the Clerk's Bingo (paper) returns at the end of each shift, verifying the Clerk's bank and paper work, in the money room, if there is a large overage or shortage
- Ensures the smooth and efficient operation of the Bingo session by resolving customer complaints that cannot be resolved at a lower level
- High School Diploma or GED
- A minimum of 2 years supervisory experience

Reports To:	Bingo Operations Manager
Starting Rate of Pay:	D.O.E
Approximate Hours:	40
Date Needed:	ASAP
Filling Deadline:	Open Until Filled

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Human Resources Representative Date Posted

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