

Employee Requisition Form

Position to Be Filled: Slot Technician Supervisor

Purpose: Provide exemplary customer service to the Guests of the Tachi Palace Hotel & Casino by overseeing slot technician duties and by responding to customer needs, tending slot machines, problem solving, reviewing transactions, and verifying hopper fills, jackpots, hand pays along with slot machine malfunctions and repairs

Required Qualifications / Essential Duties:

- Provide a staff of customer oriented Technicians with competencies necessary to ensure excellent customer service and satisfaction
- Interviewing, recommend hiring, training, evaluating, coaching, and disciplining as needed per policy
- Monitor Technician performance throughout each shift
- Ensure effective Technician coverage during each shift by setting work schedules and assignments, arranging for backup personnel, and addressing attendance issues
- Provide customer service by answering questions about slot machine operations and payouts. Provide customers with information, materials and /or assistance
- Ensure customer satisfaction by verifying winners, making appropriate payouts, resetting jackpots and hand pays, required hopper fills and preparing proper required receipts
- Ensure all Technicians understand and follow all Tachi Palace and department policies and procedures
- Must have minimum one-year supervisory experience
- High School Diploma
- Ability to use basic hand tools

Reports To: Slot Technician Manager

Starting Rate of Pay: D.O.E

Approximate Hours: 40

Date Needed: ASAP

Filling Deadline: Open Until Filled

Recruitment Representative
kam

Date Posted