

# Employee Requisition Form

**Position to Be Filled:** Cage Supervisor

**Purpose:** Provide exemplary customer service to the Guests of the Tachi Palace Casino Resort by administering and enforcing the Tachi Palace and Casino's system of Internal Controls and the department's policies and procedures. The position supervises, schedules and monitors activity in all areas of the Cage for a given shift. The Cage Supervisor communicates pertinent information to employees and management on a timely basis.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Supervises Cage Cashiers, affirming that standard operating procedures are followed.
- Performs duties of Cage Cashier on the front line as needed.
- Monitor Cage Cashier arrival, departure and break time to verify schedule adherence.
- Ensures integrity of the assets.
- Develops associates through training.
- Assures an optimal standard of internal and external guest service and resolves disputes.
- Evaluates associates abilities on a timely basis in a fair and equitable manner through yearly evaluations as well as in Direct Report Meetings.
- Identifies, priorities and resolves problems occurring during the shift and communicates relevant information to management both written and verbally.
- Supervises one or more cage areas per shift, ensuring the Cage Cashiers have adequate cash supplies to service guests.
- High School Diploma or GED
- College Degree preferred but not required.
- 1-2 years cash handling or accounting experience
- 1 years Supervisory experience.
- Gaming and / or hospitality industry preferred but not required.

**Reports To:** Shift Manager

**Starting Rate of Pay:** D.O.E

**Approximate Hours:** 40

**Date Needed:** ASAP

**Filling Deadline:** Open Until Filled