



Employee Requisition Form

Position to Be Filled: Slot Clerk (FT- PT)

Purpose: Responsible for proactively initiating and building rapport with casino guests to ensure that they receive the most enjoyable gaming experience possible.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Ensure customer satisfaction by verifying winners, making appropriate payouts, resetting jackpots, minor slot machine repairs, hand pays and preparing required paperwork/receipts. (MTL forms, W9's W2G's, CTCR's and suspicious activity reports).
• Protect casino assets by observing floor activity and reporting suspicious activity or procedural irregularities to Management.
• Exchanging of currency/tickets while maintaining sufficient currency bank levels (transaction levels from Main Bank) to maintain optimal customer satisfaction.
• Ability to resolve minor customer disputes in a timely manner and monitor the area for further problems, communicating with customers regarding issues, and involving Slot Supervisors and Managers when appropriate.
• Keeping Slot machines operational by performing light repairs (bill acceptors, paper fills) and contacting Slot Technicians/Supervisors as needed for further repairs/assistance of the Slot machine.
• Ability to maintain strict compliance with all regulatory agency rules and regulations and to provide training feedback.
• Acquire conceptual understanding of the following: NIGC, MICS, US Treasury Bank Act & US Patriot Act of 2001.
• Conceptual understanding of the current tracking system Oasis and its functions as needed on a day-to-day basis.
• Maintain strict confidentiality regarding customers and policies and procedures.
• High school diploma or general education degree (GED) required.
• Gaming experience preferred.
• Minimum of one (1) year experience in the gaming industry preferred.
• Moderate cash handling experience needed but not required.
• Basic knowledge and/or previous knowledge of gaming rules and regulations.
• Ability to use basic hand tools.
• 21 years of age or over.

Reports To: Slot Supervisor
Starting Rate of Pay: D.O.E
Approximate Hours: Full-Time
Filling Deadline: Open Until Filled

