



Employee Requisition Form

Position to Be Filled: Slot Technician

Purpose: Responsible for the overall installation, maintenance, and repair of the slot machines.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Performs any required repairs to the slot machines deemed necessary. Repair parts that have been changed out of the machines and return them to service.
• Performs all work necessary involving the installation/removal of slot machines and related equipment.
• Must be able to work with basic hand tools and have general knowledge in areas of troubleshooting.
• All repairs/installations of all aftermarket products are required for proper machine operation.
• Provide for cost effective operations of slot machines by performing preventative maintenance on a regular schedule. Ensuring that accurate records are maintained that documents all repairs and changes to each machine.
• Contribute to effective inventory levels by monitoring replacement parts and material inventory, preparing purchase requisition for Manager approval.
• Monitor customer activities/play for gaming violations.
• Training of entry level Technicians as required, for predetermined length of time.
• Ensure customer satisfaction by verifying winners, making appropriate payouts, resetting jackpots and hand pays, required hopper fills and preparing proper required receipts.
• Work closely with the Accounting Department to ensure that accounting report variances are properly documented.
• Resolve customer disputes timely, monitoring the area for further problems, communicating with customers regarding issues, and involving the Slot Operations Supervisors when appropriate.
• Demonstrate excellent customer service by making customer contact, being friendly, showing willingness to help, and being attentive to their needs.
• Ensure compliance with all safety, health, and environmental policies, procedures, and regulations within the department.
• Must be employed presently as an Entry Level Technician or have the equivalent background in Gaming.
• High school diploma or general education degree (GED) required.
• Basic Electronic skills.
• Ability to use basic hand tools.
• Knowledge of gaming rules and regulations.

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

