



Employee Requisition Form

Position to Be Filled: Slot Supervisor

Position to Be Filled: Responsible for overseeing all activities and job responsibilities of the Slot Clerks.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Ensure that all gaming regulations and department procedures are being complied with by Slot Associate staff.
- Exchanging of currency /tickets while maintaining sufficient currency bank levels (transaction levels from main bank) for Slot Clerks to maintain optimal customer service.
- Resolve customer disputes timely by monitoring the area for further problems, communicating with customers regarding issues and involving the Slot Management when appropriate.
- Keep Slot machines operational by performing light repairs (coin-in and out jams, paper fills) and contacting Technicians/Management as needed for further repairs/assistance.
- Provide a staff of customer-oriented associates with competencies necessary to ensure excellent customer service and satisfaction. Interviewing, recommend hiring, training, evaluating, coaching, and disciplining as needed per policy. Monitor associate’s performance throughout each shift.
- Ensure effective 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, operation, and payouts. Provide customers with information, materials and or assistance.
- Provide support to Slot Clerks in resolving customer disputes as needed, monitoring the area for problems, and communicating with customers regarding issues.
- Ensure customer satisfaction by verifying winners, making appropriate payouts, resetting jackpots and hand pays, required fills and preparing proper required paperwork / receipts (MTL forms, W2G’s, CTCR’s, Suspicious Activities).
- Ensure all Slot Clerks understand and follow all Tachi Palace and department policies and procedures.
- Support maintenance of slot machines by obtaining replacement hardware and materials as needed for repairs and maintenance.
- Provide technical support to other department’s needs.
- Properly trains team members.
- High school diploma or general education degree (GED) required.
- Must have minimum One year Casino Environment.
- Knowledge of gaming rules and regulations.
- Ability to use basic hand tools.

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

