



## Employee Requisition Form

**Position to Be Filled:** Bingo Supervisor

**Purpose:** Responsible for overseeing the overall performance of the Bingo Clerks and Bingo Callers.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Answer all customer questions about game rules, programs, coupons etc.
- Support customers by providing information, materials, programs, or assistance.
- Resolve customer complaints that cannot be resolved by the Bingo Clerks and Bingo Callers.
- Supervise the setup, call and close of bingo sessions.
- Promote and maintain the utmost integrity and caliber of Bingo Caller.
- Observe the operations to ensure that the caller station is covered for each shift.
- Explain and interpret the operating rules of the house to patrons.
- Oversee the caller operations and personnel in assigned area.
- Properly train, evaluate, continually coach, and counsel team members.
- Verify winners over \$1,200 and prepare W-2 forms, press release or prize verifications forms.
- Ensure assigned section is clean and ready prior to each session.
- Redeem or update coupons.
- Handle all Birthday, drive up, and Elders comps.
- Sells pre-buy in for anniversary and New Year's Eve program.
- Monitor play for rules infractions. Resolve infractions, Write up incident report when necessary.
- Verify that all Clerks have balanced at the end of their shift.
- Upgrade sales and shortage logs.
- Prepare repots, monthly calendars, highlights, memos on computer.
- Properly trains team members.
- Monitors associate's performance during their shift. Providing coaching and counseling when necessary.
- Complete and issue performance reviews.
- Ensure compliance with all safety, health, and environmental policies, procedures, and regulations within the department.
- High school diploma or general education degree (GED) required
- Any other duties as assigned.

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

