



Employee Requisition Form

Position to Be Filled: Slot Supervisor

Purpose: 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.
• 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, CTRC'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.
• Ensure compliance with all safety, health, and environmental policies, procedures, and regulations within the department.
• High school diploma or general education degree (GED) required.
• Must have minimum One year Casino Environment.
• Knowledge of gaming rules and regulation.

Reports To: Slot Shift Manager
Approximate Hours: Full-Time
Filling Deadline: Open Until Filled

