

PARAGON CASINO RESORT

Job Description

KIOSK TECHNICIAN

Department:	Finance	Reports to:	Cage Supervisor
Job Code:	TEC02	License:	Gaming
Position Code:	TEC002	Costing:	100 1000 1002
Pay Grade:	N4	Date:	9/10/19
EEO-1 Code:	5		

SUMMARY:

Responsible for balancing, filling of coin and currency, monitoring the Kiosk for any problems, doing minor repairs and assists guests with Kiosk problems. The Kiosk Room is part of the Cage Division of the Finance Department, and is responsible for maintaining accuracy throughout all phases of the balancing process.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Accurately balances Kiosk Machines drops.
- Monitors the Kiosk machines thru the computer program, being able to respond quickly to Kiosk machines needs, keeping guest interruptions to a minimum.
- Follows instructions illustrated on the Kiosk computer monitor to a successful conclusion.
- Ability to run all Kiosk equipment. Keeps Kiosk equipment maintained through proper preventative maintenance. Completes minor repairs on Kiosk machinery.
- Responsible for loading coin hoppers on Kiosk machines and currency into Kiosk cassettes.
- Completes all Kiosk key logs, maintenance logs and appropriate paperwork following cage procedural guidelines.
- Maintains a working knowledge of Paragon Casino Resort facilities, as well as special events on property, in order to advise guests of same, whenever possible.
- Assists other Cashiers within the Cage Division of the Finance Department, as needed.
- Handles problem recognition, research, isolation, resolution and follow-up for routine user problems, referring more complex problems to the vendor.
- Logs and tracks all problems that adversely affect guest service or provide an interruption to service.
- Maintains history records and related problem documentation for Kiosk equipment.
- Makes recommendations through daily reports to Cage management for improvements to existing procedures concerning Kiosk equipment.

- Communicates using effective guest service skills with guests on the casino floor when handling Kiosk problems.
- Understands and facilitates the guest service relationship between the Kiosk machines and the Kiosk technicians.
- Answers the phone and radios quickly and efficiently.
- Communicates effectively on Kiosk problems.
- Assists in the training of new Kiosk Technicians.
- Responsible for reviewing all Title 31 documentation in assigned area, monitors all cash movement and reports all suspicious activity to Title 31/Credit Department immediately.
- Facilitates the flow of information throughout the property, by attending regularly scheduled departmental meetings.
- Held accountable, to a high degree, for the accuracy and thoroughness of departmental records and reports.
- Performs other duties as assigned.

Paragon Casino Resort requires all Associates to consistently:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Exceed Guests expectations with quality and friendly service.
- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.
- Provide a safe working environment by complying with safety rules and reporting potential hazards.
- Comply with company performance standards and departmental policy and practices.
- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.
- Support training and development for all Associates.
- Communicate and share ideas, concerns and explain “Why” behind decisions.
- Maintain a consistent, regular attendance record.

REQUISITE QUALIFICATIONS:

The requisite qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High school diploma or general education degree (GED) required. Some college courses in Banking and Finance or related area and electronics experience preferred.

Qualifications/Requirements: Effective communication skills required. Must be extremely numbers-oriented and computer-literate. Must attend Title 31 Training Class and receive a passing score on the testing every six months.

Must apply for, be granted and retain a valid Tribal Gaming License and State Gaming Certification during their employment with Paragon Casino Resort. Must have understanding of and abide by all regulations as stated in the Tribal-State Compact.

Language Skills: Ability to read, analyze, and interpret basic instructions furnished in written, oral or diagram form. Ability to respond to common inquiries or complaints from guests.

Mathematical Skills: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to perform these operations using American units of money.

Reasoning Ability: Ability to apply commonsense reasoning to a variety of situations.

Physical Demands: The physical demands described here are representatives of those that must be met by an Associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the Associate is regularly required to talk or hear. The Associate is also regularly required to stand; walk; sit; and use hands to finger, handle, or feel objects, tools or controls. The Associate is occasionally required to reach with hands and arms, and to sit; climb; and stoop, kneel, crouch, or crawl. The Associate should be able to lift 25lbs.

The Associate is regularly required to sit, for long periods of time, at Kiosk table or the computer.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust to focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an Associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Associate is regularly exposed to the risk of radiation (from computers), as a great deal of the workday is spent working on spreadsheets or inputting data into the computer system.

The noise level in the work environment is usually loud. The casino environment is usually smoky.