

PARAGON CASINO RESORT

Job Description

SLOT FLOOR PERSON

Department:	Slots	Reports to:	Slot Floor Supervisor
Job Code:	SL01	License:	Gaming
Position Code:	SLO001	Costing:	100 1200 1213
Pay Grade:	N4	Date:	01/23/15
EEO-1 Code:	9		

SUMMARY:

Responsible for ensuring maximum Guest service and satisfaction to all slot guests in an assigned area according to Paragon Casino Resort Slot Department policies and procedures and Gaming Regulations. Ensures that slot machines are monitored on a continual basis for full capacity operation.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Responsible for the writing of all jackpot wins and notifies the Shift Supervisor as needed.
- Supervises necessary authorization (request for jackpot/hopper fill) and payout of hand-paid jackpots and hopper fills in accordance with policy.
- Ensures that slot machines are filled in a timely manner, so as to keep machines in constant operation.
- Responsible for minor machine malfunctions; coin jams, hopper jams, and small coin in and out problems.
- Notifies slot supervisors, shift managers, slot mechanics of Guest needs and requests; follows up to ensure positive guest relations.
- Notifies Lead Arcade Attendant of arcade machine problems; performs minor repairs such as coin jams, resetting of machines.
- Responsible for safeguarding and maintaining arcade bank, reports any suspicious activity to Lead Arcade Attendant immediately.
- Responsible for notifying the Lead Arcade Attendant of any down arcade machines; promptly placing out of order signs on them and reimbursing Guests any money lost.
- Provides break relief to Arcade Attendants as instructed by Slot Floor Supervisor.
- Assisting in maintaining slot floor security by notifying department heads of any suspicious activity.
- Maintains current knowledge of local jurisdiction gaming laws (federal, state, compact, etc.) and attendant regulation as well as Paragon Casino Resort's internal controls, policies and procedures.
- Promotes departmental and property-wide promotions with all Guests.
- Promotes positive Guest relations through prompt, courteous and efficient service.

- Responsible for reviewing and managing all documentation/operations produced in the area of Title 31 taking place on their shift. Reports all suspicious activity to Title 31/Credit Department immediately.
- Implements, monitors and mentors in the mandatory education of associates on Title 31 Compliance.

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) and two years experience working in a casino slot department.

Qualifications/Requirements: Strong organizational and communication skills required. 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 and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to guests and other Associates of the company.

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 units of American money.

Reasoning Ability: Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized 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 use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The Associate frequently is required to stand; walk, climb or balance; and stoop, kneel, crouch, or crawl. The Associate is occasionally required to sit.

The Associate must frequently lift and/or move up to twenty-five (25) pounds.

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

While performing the duties of this job, the Associate is regularly works near moving mechanical parts. The Associate is occasionally exposed to risk of electrical shock and radiation.

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