



HO-CHUNK NATION

DEPARTMENT OF PERSONNEL



POSITION: SLOT SERVICE TECHNICIAN I

DEPARTMENT	JOB CODE	PAY GRADE
BUSINESS/GAMING ESTABLISHMENT	SLT1	7

SUMMARY: This is the entry-level position for the Slot Department. In this position, employees will assist patrons with their needs, facilitate the payment of jackpots and perform basic slot repair and machine maintenance. This position provides the basic skills needed to properly serve our guests and maintain Slot Devices, which will ultimately enhance every interaction with our guests; customer service is our top priority for both internal and external guests.

DUTIES & RESPONSIBILITIES:

1. Provide exemplary customer service to both internal and external guests.
2. Assist guests with their questions or needs.
3. Perform jackpot payments.
4. Clear minor error conditions on Slot Machines such as Bill Validator Jams or Printer Paper Out.
5. Ensure assigned slot floor area is presentable for our guests.
6. Execute minor repair to Slot Machines.
7. Perform preventative maintenance and cleaning of Slot Machines and related equipment.
8. Assists with machine moves, basic installations and retirements.
9. Attend mandatory meetings and trainings.
10. Report to work in proper uniform, on time and at the designated work area.
11. Performs other duties as assigned.

REQUIRED SKILLS & ABILITIES:

1. Must be able to read, write and understand English.
2. Ability and willingness to work assigned schedule that will include nights, weekends and holidays is required.
3. Must have basic computer skills.
4. Cannot be colorblind.

MINIMUM QUALIFICATIONS: (REQUIRED KNOWLEDGE & EXPERIENCE)

1. High School Diploma or GED certificate is required.
2. Must have one (1) year money handling experience.
3. Must be bondable and licensable according to tribal policy.
4. Must pass a basic mathematics test at time of interview.

WORKING CONDITIONS: See Physical Demands Worksheet.

All employees will be required to attend orientation or training to attain knowledge of the history, culture and traditions of the Ho-Chunk Nation – Resolution 08-20-13K

*All casino employees will be subject to the Criminal and Background restrictions of the HCN.
"All employees are subject to the Drug, Alcohol and Controlled Substance Policy."*

EEO: 3

NON-EXEMPT

NO FLEX

KEY

Funding Source: NPD

Approved: Admin 04.11.13 Legislature 04.23.13 Resolution 03.22.16A