



Ho-Chunk Nation

Job Description



TITLE: SLOT SERVICE TECHNICIAN I		JOB CODE: SLT1
BUSINESS		EEO: 3
NON-EXEMPT	FLEX	FUNDING SOURCE: NPD
HO-CHUNK PREFERENCE		

"All employees are subject to the Drug, Alcohol and Controlled Substance Policy."

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

POSITION OVERVIEW

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.

PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES

1. Provide prompt, efficient, accurate, and courteous service daily to casino guests in accordance with departmental and facility policies, procedures and standards.
2. Consistently maintain an approachable demeanor by smiling, making eye contact, and maintaining professional posture while being cognizant of guests needs.
3. Promptly processes jackpots and addresses machine tilts in order to meet or exceed the department's objectives for response, processing and delivery measurables on a daily basis.
4. When assigned, perform slot dispatch duties which includes prioritizing and dispatching service calls to Slot Staff, logging jackpot and door closure transactions while also communicating with and organizing assistance from support departments as needed.
5. Prioritizes daily responsibilities throughout the shift to ensure guests receive superior service while maintaining cleanliness of assigned section.
6. Assists with moves, installations, retirements, preventative maintenance, and minor projects as needed.
7. Routinely discharges duties in a prompt, competent and reasonable manner.
8. Responsible for understanding and complying with Title 31 and Anti Money Laundering regulations and requirements while diligently monitoring and reporting any suspected violations.
9. Accurately completes paperwork within the policies outlined in Departmental, Ho-Chunk Nation and Federal procedures and standards.
10. Continually improves knowledge and capability by seeking out training opportunities in the classroom and utilizing surrounding resources on a daily basis.
11. Reports to work on time, when scheduled, in a designated uniform while maintaining proper hygiene and personal care.
12. Other duties as assigned relevant to this position.

JOB RESPONSIBILITY

Job Reports to	Supervisor – See Organizational Chart
Leadership Accountability	Implements operating plans
Supervisory Accountability	None



Organizational Accountability	None
Financial Accountability	None
Customer Accountability	Interfaces with outside customers, Interfaces with inside customers
Freedom to Act	Operates with significant independence, Subject to general input from Supervisor, Subject to regular review by supervisor

MINIMUM QUALIFICATIONS

EDUCATION:

1. High School Diploma or GED certificate is required.

ESSENTIAL:

1. All casino employees will be subject to the Criminal and Background restrictions of the Ho-Chunk Nation.
2. Must be bondable and licensable according to tribal policy.

EXPERIENCE:

1. Must have one (1) year money handling experience.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Must be able to read, write and understand English.
2. Must have basic computer skills.
3. Must pass a basic mathematics test at time of interview.

WORK PLACE RESPONSIBILITY

1. Maintains a safe and healthy work place environment.
2. The department manager ensures that all employees of the department receive appropriate training, counseling, and understand all applicable procedures so that they can safely complete their assigned work.

WORKING CONDITIONS

1. Must have the ability and willingness to work assigned schedule which includes nights, weekends and holidays as required.
2. Cannot be colored blind.
3. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, fumes or airborne particles, risk of electrical shock and second hand tobacco smoke. The noise level in the work environment is usually moderate.
4. See Physical Demands Sheet.

KEY POSITION