



Ho-Chunk Nation

Job Description



TITLE: TABLE GAMES SUPERVISOR		JOB CODE: TGSV
BUSINESS	EEO: 6	PAY GRADE: 16
NON-EXEMPT	NO 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 position maintains the security and integrity of Table Games through observation of procedures, supervision of the Table Games dealers and examination of guest play. The Table Games Supervisor also strives to provide a positive and entertaining experience, which ultimately enhances every interaction. Customer service is our top priority for both internal and external guests.

PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES

1. Organizes and prepares openers and closers, fills, credits and tracks table inventories on a daily basis.
2. Observes and authorizes monetary and chip transactions throughout the shift on a daily basis.
3. Acts on reportable monetary transactions and recognizes questionable, suspicious or irregular activities while reporting such instances to supervisory personnel throughout the shift on a daily basis.
4. Daily assurance that all rules and regulations are adhered to in accordance with the Internal Gaming Regulations Act, State Gaming Compact, Internal Controls, Gaming Ordinance and Ho-Chunk Nation laws throughout the shift.
5. Monthly review of department manuals demonstrating improvement of dealer accuracy during each shift on a daily basis.
6. On a daily basis, record and measure dealer interactions to ensure guest service standards for greeting, transaction and departure are performed.
7. Attends annual trainings and scheduled weekly meetings.
8. Report to supervisor for daily assignments, follow supervisory directives.
9. Completes performance review criteria for periodic review throughout an employee's annual review period and will ensure criteria is complete 15 days prior to the review date on an annual basis.
10. Respond to quarterly testing of game based on department procedure or processes.
11. Proficiency in performing job related tasks in regards to the casino online system on a daily basis.
12. Other duties as assigned within the scope of this job description.

JOB RESPONSIBILITY

Job Reports to	Supervisor – See Organizational Chart
Leadership Accountability	Implements operating plans
Supervisory Accountability	Supervises associates below supervisory level
Organizational Accountability	Manages work group within a sub-unit of a department
Financial Accountability	None



Customer Accountability	Interfaces with officials, and executives, regulatory authorities, outside customers, 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. Must have high school diploma or equivalent.

ESSENTIAL:

1. All casino employees will be subject to the Criminal and Background restrictions of the Ho-Chunk Nation.
2. Must be bondable.
3. Must have perfect or corrected eyesight with the ability to hear game activity within an elevated noise environment. Cannot be colorblind.

EXPERIENCE:

1. Requires previous dealing experience of six (6) months or more on at least two games.
2. Supervisory experience in a Table Games environment is preferred.
3. Computer experience preferred.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Must have working knowledge of the Internal Gaming Regulations Act, State Gaming Compact, Internal Controls, and Gaming Ordinance.
2. Reads, writes, speaks and understands English with the ability to verbally communicate clearly with customers and co-workers.
3. Will be professional in appearance while following good grooming and hygiene habits.
4. Ability to interact with external and internal guests with finesse, tact and firm diplomacy; especially in times of a fast paced and contentious situations.

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 of the applicable procedures so that they can safely do their assigned work.

WORKING CONDITIONS

1. Fast paced casino floor environment.
2. Must be willing and able to work any assigned schedule, shift, and/or hours, including weekends and holidays.
3. Must be able to stand at one location for long periods of time during 10 hour shifts or longer.
4. Any physical demands of the position should be listed on the Physical Demands Worksheet referenced.

KEY POSITION