



Ho-Chunk Nation

Job Description

TITLE: SLOT SERVICE SUPERVISOR		JOB CODE: SLSS
BUSINESS		EEO: 5
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 Slot Service Supervisor is responsible for providing the leadership, integrity, and supervision of the operations on their shift. The Slot Service Supervisor is responsible for developing an environment that creates excitement for guests and employees alike, while also promoting and retaining a highly skilled work force, which will ultimately enhance every interaction with our guests and employees; 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
 - a. Maintain open posture while being cognizant of guests needs.
3. Supervise personnel including scheduling, coordinating and directing day-to-day work activities.
4. Informs personnel of new or revised information;
 - a. Updating employees while answering questions, and concerns.
 - b. Provide counseling, recommending and/or implementing disciplining actions.
5. Prioritizes and assigns tasks to staff; tracks and reviews work progress. Consults with staff and provides technical expertise on an as needed basis.
6. Provides effective leadership to employees by communicating performance expectations, evaluating and recognizing positive performance, identifying opportunities for improvement, utilizing coaching and disciplining as necessary to achieve department goals while maintaining a professional and work environment.
7. Prioritize and responds to service calls and machine tilts in order to meet or exceed the department’s objective for response and completion of task times.
8. Promptly addresses the guest concerns and disputes, exhausting all resources within their scope of authority to resolve the guest concerns and disputes. Escalate customer concerns and issues as necessary and provide detailed information about the issue or concern to management.
9. Routinely discharge duties in a prompt, competent and reasonable manner.
10. Responsible for understanding and complying with Title 31 and Anti Money Laundering regulations and requirements while diligently monitoring and reporting any suspected violations.
11. Accurately complete paperwork outlined in procedures, regulations and laws.
12. Continually seeks out training opportunities utilizing surrounding resources on a day-to-day basis to improve knowledge and capability.
13. Reports to work on time, as scheduled, in a designated uniform while maintaining proper hygiene and personal care.
14. Familiarity with Technician I duties, familiarity with Technician II duties and perform as necessary.
15. Other duties as assigned relevant to this position.

JOB RESPONSIBILITY

Job Reports to	Supervisor – See Organizational Chart
Leadership Accountability	Implements operating plans
Supervisory Accountability	Supervises associates below supervisory level
Organizational Accountability	Manages a work group within a subunit of a department/division
Financial Accountability	Monitors expenditures, and transactions. Performs transactions and authorizations up to \$999,999.99 for those transactions.
Customer Accountability	Interfaces with internal and external customers
Freedom to Act	Operates with significant independence, Subject to general input from Manager, Subject to regular review by Manager

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 of experience in slot floor operations and/or repair.
2. Must have one (1) year of supervisory experience.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Ability and willingness to work assigned schedule that will include nights, weekends and holidays is required.
2. Must have excellent problem solving skills.
3. Must be able to oversee numerous monetary transactions with a high degree of accuracy.
4. Must have excellent customer service skills.
5. Must be able to deal with stressful situations in a professional manner.
6. Must lead by example.
7. Must be proficient in Microsoft Office Applications.
8. Must pass a Slot Service Supervisor 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. While performing the duties of this job, the employee is subject to inside environmental conditions such as second hand tobacco smoke. The noise level in the work environment is usually moderate.
2. See Physical Demands Sheet

KEY POSITION