



Ho-Chunk Nation

Job Description



TITLE: SLOT SERVICE TECHNICIAN II		JOB CODE: SLT2
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 position is an intermediate technical position and will be primarily responsible for keeping the slot machines operational on a daily basis. This position involves intermediate slot machine repair and troubleshooting and is introduced to software verification, machine optioning and documentation of machine changes. The intermediate knowledge 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 responds to and prioritizes service calls and machine tilts in order to meet or exceed the department's objectives for response and completion measurables on a daily basis.
4. Effectively prioritizes day to day responsibilities with a focus on service related tasks taking precedence while also addressing machines/kiosks needing minor to advanced repair and troubleshooting.
5. Assists with moves, installations, upgrades, retirements, preventative maintenance and minor projects as needed.
6. Effectively diagnose hardware failures down to the component level and addresses repair appropriately on a consistent basis.
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	Slot Service Supervisor
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 required.
2. A two (2) year degree in Electronics preferred.

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 six (6) months prior experience as a Slot Service Technician I or higher or equivalent experience in related field.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Must be able to read, write and understand English.
2. Must possess basic computer skills.
3. Must pass the Slot Service Technician II 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. Ability and willingness to work assigned schedule that will include nights, weekends and holidays is required.
2. Cannot be color 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