



Ho-Chunk Nation

Job Description



TITLE: Table Games Pit Supervisor		JOB CODE: TGPS	
BUSINESS		EEO: 6	PAY GRADE: 16
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 maintains the security and integrity of games through observation of procedures, supervision and monitoring of guest play. The Table Games Pit 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. Oversees performance of Table Games Supervisors and Dealers at multiple tables to guarantee game security and good customer service on a daily basis.
2. Ensures that all rules and regulations are adhered to in accordance with the Internal Gaming Regulations Act, State Gaming Compact, Internal Controls, Gaming Ordinance, Ho-Chunk Nation Employment Relations Act of 2004, and Title 31 requirements on a daily basis.
3. Maintains close contact with other departments regarding player monitoring and tracking purposes on a daily basis.
4. Responsible for reporting any monetary transactions in excess of \$10,000 to the Table Games Shift Manager, Table Games Operations Manager, Surveillance and Revenue Audit; documents such transactions on a Cash Transaction Report (CTR) and/or Multiple Transaction Log (MTL) in accordance with Title 31 requirements daily.
5. Assigns dealers and Table Game Supervisors during each daily shift in accordance with operational need to optimize table performance.
6. Determines and initiates the opening and closing of games, requests playing cards and dice from the designated controller, monitors proper procedures for chip fills and return credits, and ensures proper documentation of all procedures during each daily shift.
7. Recognizes and documents reportable monetary transactions, questionable, suspicious or irregular activities; able to implement viable solutions for irregular situations and alerts supervisors to such reportable instances on-going throughout the shift on a daily basis.
8. Demonstrates a thorough knowledge of department manuals and uses the knowledge to improve dealer and table games supervisor performance daily.
9. Exhibits a strong work ethic, including excellent attendance on a daily basis.
10. On a daily basis, completes clerical and administrative work efficiently, including but not limited to daily shift reports, incident reports, player disputes and performance evaluations.
11. Addresses annual performance reviews up to 15 days prior to the review date.
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 professionals , non-managers and associates below supervisory level
Organizational Accountability	Manages work group within a sub-unit of a department
Financial Accountability	Monitors expenditures
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 a 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.

EXPERIENCE:

1. Two (2) successful years of related experience in Class II Table Games operations.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Must be knowledgeable of the Indian Gaming Regulation Act, State Gaming Compact, Internal Controls, and Gaming Ordinance.
2. Requires knowledge in all table games operating in the respective house.
3. Understands accounting and related functions pertaining to table games.
4. Proficiency in computer experience necessary in order to complete reports and administrative duties.
5. Reads, writes, speak and understand English with the ability to verbally communicate clearly with customers and co-workers.

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. Cannot be colorblind.
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