

Baraga Property

16449 Michigan Avenue
 Baraga, MI 49908
 906-353-6623 x4120
 Fax: 906-353-8786

**Marquette Property**

105 Acre Trail
 Marquette, MI 49855
 906-249-4200 x204
 Fax: 906-249-9610

Human Resource Office**OJIBWA CASINOS POSITION DESCRIPTION**

JOB TITLE: Slot Attendant
 Part-time

DEPARTMENT: Slot Department

LOCATION: Baraga/Marquette
 (**Bold** indicates Job Location)

SUPERVISOR: Shift Supervisor

WAGE: Grade 2
 MIN.\$ 8.61 MAX. \$ 10.17

CLOSING DATE:

The Keweenaw Bay Indian Community does not discriminate on the basis of race, color, national origin, sex, religion, or age in employment. However, individuals of Indian Ancestry and Veterans will be given preference by law.

APPLICATIONS/RESUMES MUST BE SUBMITTED TO:

HUMAN RESOURCE DEPARTMENT
16449 MICHIGAN AVENUE
BARAGA, MI. 49908

Or:

HUMAN RESOURCES
105 ACRE TRAIL
MARQUETTE, MI. 49855

QUALIFICATIONS/REQUIREMENTS:

- High School Diploma, GED or High School Certificate of Completion is necessary (Waived for individuals 62 years of age and above who meet the requirements for the position). This qualification may also be waived for KBIC members working toward obtaining their GED who meet the remainder of the qualifications listed. (Applicants must obtain their GED within one year of hire and progress reports must be provided quarterly to the Department Director/Manager and Human Resources Director).
1. Must be able to be licensed.
 2. Must be 18 years of age or older.
 3. Must be willing to work nights, weekends and holidays as necessary.
 4. Must possess excellent interpersonal and communication skills. Excellent customer/employee relation skills are required. The individual must be able to deal with the general public and fellow employees with tact, courtesy, respect, objectivity and maturity.
 5. Ability to establish and maintain productive working relationships with staff, guests, management and other departments is essential.
 6. Must be willing and able to obtain additional education and training as needed.

POSITION SUMMARY: The primary focus of this position is to ensure consistently excellent customer service to all guests of the Casino featuring a caring and positive attitude. The incumbent responds to requests for information from customers regarding how slot machines are played and the types of payouts, resets/troubleshoots machines, resolving coin jams, aiding in jackpots and fills, documenting, locating and informing slot techs of malfunctions that they are unable to repair. This non-exempt position works swing shifts as assigned to include nights, weekends and holidays in the Slot Department. Applicants may be placed in a pool after interviews and contacted as positions become available.

DUTIES AND RESPONSIBILITIES:

1. Assist customers by explaining how to play the different slot machines and explain jackpots and types of payouts.
2. Circulates throughout the assigned area, observing players and monitoring the functioning of the slot machines.
3. Assists in making jackpot payouts, hopper fills and resetting minor machine malfunctions within set timelines, including contacting and confirming assistance of a slot technician as needed.
4. Safeguard assigned equipment, such as keys, radios, etc.
5. Reports emergencies such as intoxicated, annoying or cheating guests to supervisor immediately.
6. Promotes and maintains necessary communications between self, co-workers and supervisors to ensure controlled operation of slot floor areas.
7. Ensures that all slot machines are operable and identified for repair as needed and accurately paying out wins.
8. Perform assigned slot department activities in accordance with the policies and procedures prescribed in Minimum Internal Control Standards and all Federal, State and Tribal ordinances.
9. Apply Title 31 Federal cash reporting requirements as mandated.
10. Assist in the player evaluation process.
11. Promotes and practices positive guest service skills at all times; displays a courteous, helpful attitude promptly, at all times, when dealing with our patron's needs.
12. Practice excellent customer service skills at all times to include, but not limited to, addressing customer and employee needs courteously and promptly.
13. Assist in keeping all immediate work areas neat and clean.
14. Complete all paperwork during and before end of assigned shifts.
15. Attend all training as needed/required.
16. Maintain strict confidentiality of all casino matters.
17. Performs all other job related duties as assigned by their supervisor.

PHYSICAL REQUIREMENTS:

1. Must be able to stand and walk for long periods of time, and occasionally sit, bend/stoop, carry up to ten (10) pounds and lift up to twenty-four (24) pounds.
2. Employee must pass a pre-employment physical and drug screen. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.

This summary is intended to indicate the kinds of tasks that will be required of this position and shall not be construed as declaring what the specific duties and responsibilities of the position shall be. It is not intended to limit or modify the right of the supervisor to assign, direct and control the work of the employee, nor to exclude other duties not mentioned that are of a similar kind.

Updated job description 10/15.