

JOB DESCRIPTION FOR:
Pari-Mutuel/Sports Wagering Clerk

Department: 91 Cage

Reports to: Guest Service Senior Supervisor

Position Summary: Uses excellent guest service skills to assist players at Off Track Wagering Terminal. Responsible for bank monies during assigned shift. Records transactions accurately. Must be able to Issue and Pay-Off Pari-Mutuel Tickets, and assist with inquiries. Comply with departmental policies and procedures, the Internal Controls, and Iowa Racing and Gaming Rules and Regulations. Duties include promote property amenities and resolve guest complaints and provide a high level of guest service.

Essential Duties and Responsibilities:

- Issue pari-mutuel tickets to guests.
- General cashiering duties which rely on ability to add, subtract, multiply and divide as well as count back change. Verify and maintain cash entrusted to position accurately.
- Multi tasks while serving guests and recording transactions.
- Pay winning tickets.
- Read and understand wagering information.
- Assist guests who are unfamiliar with betting and cashing wagers.
- Comply with Title 31 Bank Secrecy Act.
- Complete W-2G forms when required.
- Interact effectively and professionally with the public and co-workers.
- Adhere to Wild Rose Clinton approved System of Internal Controls.
- Adhere to Iowa Code 661 Chapter 12 99.F Accounting and Cash Controls.
- Keep work areas clean and free of safety hazards, debris, and litter.
- Perform all job duties in a safe and responsible manner.
- Inform guests of the features and benefits of the Wild Rose facilities.
- Resolve guest complaints.
- Communicate effectively between all key people..
- Meets company attendance requirements.
- Comply with Wild Rose uniform and grooming guidelines
- Use guest service skills as identified in the Wild Rose Recognition Program.
- Other duties as assigned.

Qualifications and Requirements: Must be able to obtain and retain a gaming license. To perform this job successfully, requires accuracy, must be able to work with cash, AVI (Audio Video Interleaved) equipment for the video wall and T.V.'s, knowledge of IRGC rules and regulations, and the individual must be able to perform each essential duty satisfactorily, with or without reasonable accommodation.

Special Attendance Requirements: The Wild Rose Casino & Resort is in operation seven days a week, 365 days a year. Employees will be required to work days,

evenings, weekends, holidays, split shifts, and overtime. We are not able to work around outside activities or other jobs unless it is agreed to, in writing, at time of hire.

Education and/or Experience: Prior money handling experience a plus but not required. High school diploma or general education degree (GED) required. National Career Readiness Certificate (NCRC) is desirable.

Work Environment/Physical Demands: While performing the duties of this job, the employee is regularly required to stand for periods of time; walk, use hands to finger, handle to feel objects, reach with hands and arms; and talk and hear. Must be able to lift/move up to 35 pounds. The noise level in the work environment is usually moderate to loud. Must be able to work in a smoke filled environment.

Critical features of this job are described under the heading listed on the job description. Nothing in this job description restricts Wild Rose's right to assign or reassign duties and responsibilities to this job at anytime.

After reviewing the above job description, please certify, by your signature below, that you understand what you have read and that you are able to perform this job.

Print Name

Signature Date