

JOB DESCRIPTION FOR: SLOT ATTENDANT

Department: Slots

Reports to: Slot Supervisor

Position Summary: A Slot Attendant is responsible for assisting slot players with play and pay of slot machines. This position requires a lot of walking and social interaction with our guests. A Slot Attendant must have excellent guest services skills. A Slot Attendant must be trustworthy and be comfortable working with money. This position requires accuracy when exchanging large denomination currency for smaller denomination currency. A Slot Attendant must assist in making jackpot payoffs and minor machine repairs. A Slot Attendant must observe slot play for illegal machine tampering or abuse.

Essential Duties and Responsibilities:

- Circulates around casino floor observing players and functions of machines
- Must handle tickets and currency
- Make change for large denominations of currency or exchange currency at customer's request
- Counts and verifies all exchanges with the cashier department, security department, and customers
- Assists in making jackpot payoffs and minor machine repairs
- Responsible for accurate payment and documentation of all jackpot payoffs
- Responsible for accurately counting money in the assigned bank, balancing at the end of shift
- Displays positive customer relations; displays a courteous and helpful demeanor at all times dealing with the public
- Must be able to communicate and interact with others and maintain a pleasant and positive manner at all times
- Reports emergencies such as intoxicated, annoying or cheating guests to supervisor immediately
- Promotes and maintains necessary communication between self, coworkers and supervisor to ensure controlled operation of casino floor
- Provides guest services such as, being informed about casino (activities, events, tournaments, and location of deli, gift shop, restrooms, observation deck etc....)
- Must keep work area clean
- Must be safety conscious and adhere to all company rules at all times
- Performs all other duties as assigned
- Adheres to all safety guidelines
- Meet company attendance requirements
- Demonstrates good guest service skills
- Use guest service skills as identified in the Wild Rose Recognition Program

Qualifications & Requirements: Must be able to obtain and retain a gaming license. Must be able to satisfactorily complete physical capacity profile test for this position. To perform this job successfully, an 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 the time of hire.

Education and/or Experience: High school, general education degree (GED). Experience handling money preferred. Must have basic math skills (addition, subtraction, multiplication and division).

Work Environment/Physical Demands: While performing the duties of this job, the employee is regularly required to stand and walk for extended periods of time up to 4 hours through the casino. Must be able to bend and kneel as needed to attend slot machines. The employee must exert 20 to 50 pounds of force occasionally, and/or 10 to 25 pounds of force frequently, and/or greater than negligible up to 10 pounds of force constantly. The casino may be smoky at times.

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 any time.

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.

Signature and Date

Print Name