

Date Open: 4/30/24
Application Deadline: 5/7/24

PARAGON CASINO RESORT

Job Description

SLOT SHIFT SUPERVISOR

Department:	Slots	Reports to:	Gaming Operations Assistant Shift Manager
Job Code:	SUP01	License:	Gaming
Position Code:	SSV010	Costing:	100 1200 1213
Pay Grade:	N6	Date:	1/25/18
EEO-1 Code:	9		

SUMMARY:

Responsible for ensuring maximum Guest service and satisfaction through the organization and supervision of the entire slot floor according to Paragon Casino Resort Slot Department policies and procedures and Gaming Regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Supervises the operation of all slot machines and performance of Slot floor staff and communicates with gaming management any Guest and/or Associate problems.
- Responsible for the organization of assigned shift and area including; all reports and staffing levels.
- Notifies slot maintenance of repairs as needed.
- Responsible for verifying and ensuring payouts of large jackpots and fills are properly executed.
- Assists gaming managers with scheduling associates and ensuring correct staffing levels and adjustments are made in accordance with guest needs.
- Responsible for verifying and ensuring payouts of large jackpots and fills are properly executed.
- Supports training programs for each position and ensures adequate training and development is provided for each Associate.
- Approves large credit limits, large check cashing, and all comps in Gaming department.
- Provides input to gaming manager and department heads concerning operational deficiencies and areas in need of attention.
- Conducts investigations into the resolution of Disputes to ensure compliance with company policies.
- Maintains current knowledge of local jurisdiction gaming laws (federal, state, compact, etc.) and attendant regulations as well as Paragon Casino Resort internal controls.
- Responsible for reviewing and managing all documentation/operations produced in the area of Title 31

taking place on their shift. Reports all suspicious activity to Title 31/Credit Department immediately.

- Implements, monitors and mentors in the mandatory education of associates on Title 31 Compliance.
- All other duties as assigned.

Paragon Casino Resort requires all Associates to consistently:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Exceed Guests expectations with quality and friendly service.
- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.
- Provide a safe working environment by complying with safety rules and reporting potential hazards.
- Comply with company performance standards and departmental policy and practices.
- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.
- Support training and development for all Associates.
- Communicate and share ideas, concerns and explain “Why” behind decisions.
- Maintain a consistent, regular attendance record.

SUPERVISORY RESPONSIBILITIES:

Directly supervises all Slot associates on assigned shifts.

REQUISITE QUALIFICATIONS:

The requisite qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High school diploma or general education degree (GED) and three to five years experience working in a casino slot department required.

Qualifications/Requirements: Strong computer skills required, proficient in Windows applications. Strong organizational and communication skills required. Must attend Title 31 Training Class and receive a passing score on the testing every six months.

Must apply for, be granted and retain a valid Tribal Gaming License and State Gaming Certification during their employment with Paragon Casino Resort. Must have understanding of and abide by all regulations as stated in the Tribal-State Compact.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or Associates of the organization.

Mathematical Skills: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

Reasoning Ability: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Physical Demands: The physical demands described here are representatives of those that must be met by an Associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the Associate is regularly required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The Associate frequently is required to stand; walk, climb or balance; and stoop, kneel, crouch, or crawl. The Associate is occasionally required to sit.

The Associate must regularly lift and/or move up to one hundred (100) pounds, frequently lift and/or move up to fifty (50) pounds, and occasionally lift and/or move more than one hundred (100) pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an Associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the Associate is regularly works near moving mechanical parts. The Associate is occasionally exposed to risk of electrical shock and radiation.

The noise level in the work environment is usually loud. The casino environment is usually smoky.