

Date Open: 1/18/2023
Application Deadline: 1/25/2023

PARAGON CASINO RESORT

Job Description

SLOT TECHNICIAN SUPERVISOR

Department:	Slots	Reports to:	Slot Maintenance Manager
Job Code:	SUP13	License:	Gaming
Position Code:	SUP035	Costing:	100 1200 1212
Pay Grade:	N7	Date:	7/8/22
EEO-1 Code:	3		

SUMMARY:

Responsible to oversee the shift coordination of projects and/or duties, the overall repair and maintenance of all electrical and mechanical slot machines under the direction of the Slot Maintenance Manager. Also responsible for the completion of shift-specific reports assigned to them by the Slot Maintenance Manager. Will be required to give presentations to the management team and participate an/or teach classes that pertain to slot gaming technology. Must have the ability to read and decipher game or manufacturer specific spec sheet (or schismatic).

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Responsible for distributing task given by the Slot Maintenance Manager.
- Responsible for following up on all tasks completed by or assigned to technicians.
- Responsible for monitoring logs kept by the slot maintenance department.
- Responsible for assisting in preparation for audits
- Responsible for scheduling necessary training for technicians.
- Responsible for monitoring expiration dates of certifications and licenses that technicians hold.
- Responsible for the floor repair and proper preventative maintenance of all slot machines, including cleaning machines, overhauls, etc.
- Handles the initial set-up and checkout of new slot machines.
- Processes the necessary paperwork for auditing and data processing purposes for the

initial set-up and checkout of new slot machines.

- Responsible for the breakdown, relocation, and re-set up of machines and stands to be relocated.
- Assists Floor People in verifying jackpots and fills as needed.
- Assists in the training of new Slot Technicians.
- Maintains current knowledge of local jurisdiction gaming laws (federal, state, compact, etc.) and attendant regulations as well as Paragon Casino Resort policies and procedures.
- Brings disputes and unusual guest activities to the attention of the shift manager.
- Promotes positive Guest Relations through prompt, courteous and efficient service.
- Assures the proper completion of projects and/or duties assigned to the shift by the Slot Maintenance Manager.
- Responsible for assuring that all slot technicians on their shift are trained and have the knowledge and information they need to complete their job.
- Responsible for learning all technical aspects of all slot machines from all manufacturers.
- Responsible for repair and maintenance on all progressive jackpot systems.
- Responsible for participating and/or leading a class that will enhance the knowledge of fellow technicians on a quarterly basis.
- Works closely with Bench technicians to develop easier and more efficient processes that minimize machine down time, while keeping expenses to a minimum.
- Responsible for reviewing all Title 31 documentation in assigned area, monitors all cash movement and reports all suspicious activity to Title 31/Credit Department immediately.
- Consults with the IT Department on specific project requirements involving networking and server base gaming.
- Routinely inspects all networking and server base gaming supported equipment, identifying potential problems and repairing same, as needed.
- Maintains a working knowledge of networking and server base technology, in order to

perform job effectively.

- Contacts Vendors with regard to specific software or hardware problems, as needed or as requested by management.
- Fills in and covers where needed as delegated by the Slot Maintenance Manager.
- Performs 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.

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 A+/Network Certification or at least five years’ slot technician experience required. Industrial Electronics degree preferred.

Qualifications/Requirements: 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 effectively and legibly complete reports given to them by the Slot Maintenance Manager. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to guests and other Associates of the company.

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

Reasoning Ability: Ability to apply commonsense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

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 talk or hear. The Associate is also regularly required to stand, walk, sit and use hands to finger, handle or feel objects, tools or controls. The Associate is occasionally required to reach with hands and arms, and to sit, climb or balance and stoop, kneel or crawl.

The Associate must regularly lift and/or move up to twenty-five (25) 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 regularly works near moving mechanical parts.

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