



VACANCY ANNOUNCEMENT

- RECRUITMENT#** 08-048
- POSITION:** PIT FLOOR PERSON
- RESPONSIBLE TO:** Casino Shift Manager
- SALARY:** Grade 6 \$14.16 - \$18.47 Per Hour/Full Benefits
Grade 7 \$15.86 - \$20.69 Per Hour/Full Benefits
- Wage is determined by funding, experience and training level and normally is not above mid-range.**
- CLASSIFICATION:** Non-Management, Hourly, Regular, Full-Time
- SECURITY CLEARANCE:** High/Key
- BENEFITS:** Eligible employees (working 32 hours or more) receive medical, dental, and vision insurance, 401 (k) retirement plan, life and accidental death and dismemberment insurance, flexible spending accounts, supplemental life insurance, and employee assistance program. Additional benefits include company paid holidays, sick leave, vacation, paid jury duty, paid bereavement leave, and employee discounts.

INTRODUCTION

The primary purpose of this position is to provide direct supervision over the daily operations for the Table Games on the Casino floor, which includes, but is not limited to enforcing dealing procedures, monitoring attendance and performance. The Pit Floor Person is also responsible for the coordination of Dealers through table rotations in a sequential and equitable manner.

MAJOR DUTIES AND RESPONSIBILITIES

1. Responsible for the supervision of Table Games personnel and Table Games operations, in adherence with the department policies, procedures, rules, and regulations.
2. Responsible for monitoring all Table Games in progress to ensure game protection.
3. Responsible for maintaining excellent employee and guest relations, which includes ensuring that all guests approaching the Tables are greeted pleasantly and promptly.
4. Maintain all assigned records and reports in accordance with department regulations in a timely and accurate manner.
5. Ensure that all Black Jack Tables are adequately staffed to provide efficient and professional service, and monitor table assignment and rotation.
6. Ensure that Black Jack Dealers have adequate chips and cards available.

7. Enter daily Table Games data into computer for accounting purposes and prepare and submit daily reports to supervisor.
8. Maintain a daily sign-in sheet for Table Games staff hours.
9. Assist in the supervision of the Black Jack Dealers and make recommendations to supervisor in regards to proper attire, hygiene, scheduling, etc.
10. Provide in-put on performance evaluations for Black Jack Dealers and recommend disciplinary actions.
11. Address Patron or Team Member complaints in an appropriate manner.
12. Communicate with in-coming shifts upon departure any significant information in relation to the Table Games.

ADDITIONAL DUTIES

1. Adheres to Casino standards for guest service and confidentiality.
2. Refers guest problems or complaints to appropriate supervisors according to Casino policies.
3. Reports and documents any observed or known safety hazard, conditions or unsafe practices and procedures to management immediately
4. Performs other job-related duties as directed.

KNOWLEDGE, SKILLS AND ABILITIES

- Above average knowledge of Table Games policies, procedures, rules, and regulations.
- Ability to calculate basic math equations.
- Ability to read, interpret, and comprehend rules, regulations, policies, and procedures.
- Ability to communicate orally and in writing. Individual should be able to express thyself in a clear and concise manner for the purpose of instructions, directions, reports, etc.
- Ability to maintain confidentiality of records and information pertinent to the nature of the work.
- Must possess and demonstrate professional and courteous customer service skills.
- Ability to promote and foster a team atmosphere in order to ensure a consistent level of efficient customer service.
- Demonstrate good interpersonal relationship skills and the ability to interact with a variety of individuals in a professional manner, using tact, diplomacy, and mature judgement.
- Ability to effectively function in a fast-paced work environment including working under stressful conditions due to time constraints.
- Possess basic computer skills.
- Willingness to work irregular schedules that will include working past regular scheduled shifts at times, weekends and holidays.
- Ability to maintain confidentiality of records and information pertinent to the nature of the work.

SUPERVISORY CONTROLS

The Pit Floor Person works under the supervision of the Casino Shift Manager (CSM), who provides general instructions. Work is assigned in terms of functional objectives. The Manager will provide guidance with unusual situations that do not have clear precedents.

The employee works independently, resolves problems on the basis of past precedent; exercises judgement in interpreting guidelines and applicability.

QUALIFICATIONS, EXPERIENCE AND EDUCATION

- High School Diploma or Equivalent. **REQUIRED**
- Non-Indians must be at least 21 years of age. **REQUIRED**
- Enrolled Indians who are at least eighteen (18) years of age. **REQUIRED**
- 136 Hours of training in Black Jack. **REQUIRED**
- One (1) year previous experience as a Poker Dealer in a legally recognized gaming establishment or 96 hours of Poker Dealer training., **PREFERRED**
- Minimum of one (1) year experience in Table Games. **REQUIRED**
- Demonstrated knowledge of gaming laws and regulations. **PREFERRED**
- Two (2) years in a customer service related field. **PREFERRED**
- Must be reliable and dependable. **REQUIRED**
- Must submit to and clear an Alcohol/Drug Screen. **REQUIRED**
- Must be Licensable by the Klamath Tribes Gaming Regulatory Commission, required. **REQUIRED**
- Indian Preference will apply.

APPLICATION PROCEDURES

Submit a Kla-Mo-Ya Casino Application for Employment with supporting documentation to:

Kla-Mo-Ya Casino
Attention Human Resources
34333 Hwy. 97 N.
Chiloquin, OR. 97624

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR KLA-MO-YA CASINO POSITIONS.

PLEASE NOTE: If requirements are not met, i.e., submission of a resume in lieu of a Kla-Mo-Ya Casino application, or not including required certification, your application **will not** be reviewed and will be disqualified.

Indian Preference will apply. In accordance with the Kla-Mo-Ya Casino Team Handbook, priority selection will be given to the qualified applicants who present proof of eligibility for *Indian Preference*. **Applications will not be returned.**

ACKNOWLEDGEMENT

This job description is intended to provide an overview of the requirements of the position. It is not necessarily all-inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

SPECIAL REQUIREMENTS

Chosen applicants will be required by the Klamath Tribes Gaming Regulatory Commission, to complete a Personal Disclosure Application, which includes photograph and fingerprints, for a background investigation to determine suitability for a gaming license. Must qualify for a gaming license, and must pay Licensing Fee to the Klamath Tribes Gaming Regulatory Commission prior to working.