



# Kla-Mo-Ya Casino, Corporation

34333 Hwy 97 N ♦ Chiloquin, OR 97624 ♦ 541.783.7529  
[www.klamoyacasino.com](http://www.klamoyacasino.com)

## SLOT FLOOR PERSON

### **INTRODUCTION**

The primary purpose of the VLT Attendant/Slot Floor Person is to operate either Currency Transactions, Jackpots and transport voucher redemption to ensure optimum customer service to guests and customers by supplying timely and accurate transactions.

### **MAJOR DUTIES AND RESPONSIBILITIES**

1. Responsible for records and necessary information required by the Casino (i.e. W2Gs, 1042S, 1099 and Unclaimed JP's).
2. Ensure compliance with IC's, Tribal and State Agencies, Department policy and procedures and I.R.S regulations by familiarizing self with required regulations.
3. Verification and payment of VLT jackpots, short and hand pays.
4. Provide prompt, courteous, and professional customer service to all patrons in an effective and efficient manner.
5. Work as a team player and maintain a professional and courteous attitude at all times in order to insure a smooth and consistent level of efficient and effective customer service.
6. Obtain an OLCC liquor license and food handlers' card to serve alcohol and food on the casino floor when the beverage servers are not available.
7. Monitor the sales of alcohol to guest(s) so they are not over served and communicate to Shift Supervisor on alcohol cut-offs or any issue pertaining to the policy and procedures.

### **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 Supervisor or Manager immediately
4. Performs other job-related duties as directed.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to read and interpret regulations, policies and procedures as related to department.
- Ability to function effectively under pressure of time and/or demands of several tasks at once.
- Ability to stand and walk for long periods of time.
- Ability to perform and calculate basic math equations and cash handling experience.
- Ability to speak and communicate in a clear and concise manner in order to provide efficient customer service.
- Skilled in the area of courteous and professional customer service.
- Knowledge of an ability to maintain a professional and courteous attitude and work as a team player at all times.
- Willingness and ability to work irregular schedules which includes holidays, evenings, late shifts and weekends.
- Ability to maintain confidentiality of records and information pertinent to the nature of the work.
- Ability to make paper fills and minor VLT preventative and corrective maintenance as needed.

### **SUPERVISORY CONTROLS**

Work is performed under the general supervision of the VLT Shift Supervisor. The supervisor assigns duties involving familiar concepts in terms of objectives. The VLT Attendant plans and carries out the successive steps of the work assignments, and independently handles deviations in the work assignments in accordance with instructions, policies, previous training, and/or accepted practices within various established procedures. New assignments are provided in detail, as well as changes in current procedures. Major or new issues are referred to the supervisor who is available for advice and assistance in unusual or unprecedented situations. After initial training, work is performed independently. Work is spot checked for adequacy, timeliness, and compliance with applicable rules, regulations, and policies.



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## SLOT FLOOR PERSON

### **QUALIFICATIONS, EXPERIENCE AND EDUCATION**

- High School Diploma or Equivalent. **REQUIRED**
- Must be at least twenty-one (21) years of age. **REQUIRED**
- One (1) year of cash handling skills. **REQUIRED**
- One (1) year of Customer Service experience. **REQUIRED**
- Must submit to and clear an Alcohol/Drug Screen. **REQUIRED**
- Must be Licensable by the Klamath Tribes Gaming Regulatory Commission. **REQUIRED**
- Indian Preference will apply.