



POSITION DESCRIPTION

Bay Mills Resort & Casinos

POSITION:	Slot Attendant (3 rd Shift)	LICENSED:	Yes
DEPARTMENT:	Slot Department	GRADE:	10 (\$12.45-19.13)
REPORTS TO:	Slot Shift Supervisor	STATUS:	Non-Exempt

POSITION SUMMARY:

Under the supervision of the Slot Shift Supervisor, the Slot Attendant is responsible to provide superb customer service by ensuring a timely response to slot customer's needs including repairing minor machine malfunctions and paying jackpots.

ESSENTIAL FUNCTIONS:

1. Provides exemplary customer service by "Exceeding Expectations One Opportunity at a Time".
2. Greets and provides casino information to all slot guests, while continuously monitor the slot floor for customer service needs.
3. Promote positive customer relations on the slot floor.
4. Assist the customer on how to play and read the machines
5. Complete necessary forms to pay customer's hand payouts and jackpots.
6. Safeguard entrusted monies and tickets, keys, and all other assets within the slot department.
7. Assists in verifying, making jackpot payoffs, and minor troubleshooting/malfunctions of slot machines.
8. Encourages players to utilize their FunCard and explain the benefits of utilizing their FunCard.
9. Assists in maintaining the cleanliness of slot areas.
10. Responsible for maintaining a professional, neat, and clean appearance.
11. Responsible for learning and following daily policies and procedures for the Slot Department and Bay Mills Resort & Casinos.
12. Performs and ensures compliance with the Bay Mills Gaming Commission Rules and Regulations.
13. Must attend all mandatory trainings designated by the Human Resources Department and/or Department Directing, including Title 31.
14. Other duties may be assigned within the scope and complexity of this position's essential functions.

PHYSICAL REQUIREMENTS:

While performing the duties of this job, the employee is regularly required to walk with occasional sitting and standing. Occasionally the employee must crawl and push/pull with frequent bending, squatting, crouching, and kneeling. The employee is occasionally required to use hands for firm manipulation and reach with hands and arms above shoulder level. The employee must occasionally lift and/or move up to 35 pounds while frequently lifting and/or moving up to 25 pounds. The employee is regularly exposed to dust and cleaning chemicals.

POSITION REQUIREMENTS:

1. Must have a high school diploma or equivalent.
2. Must be 18 years of age or older.

3. Must be able to obtain a gaming license through the Bay Mills Gaming Commission and maintain eligibility throughout employment.
4. Must have positive, outgoing personality towards customers and fellow employees at all times.
5. Must have good money handling and basic math skills.
6. Must be dependable and flexible with work schedule, willing to work weekends, holidays and special events a must.
7. To perform this position successfully, an individual must be able to satisfactorily perform each function listed under the essential functions and physical demands categories of this position description.
8. Must have an excellent past work record, including attendance.

PREFERENCE: Preference will be given to those of Native American descent.

CLOSING DATE: August 12, 2022 @ 4:30PM

APPLY TO: Send Resume and Application to:

Anna Carrick; HR Generalist
Bay Mills Human Resources Department
12124 W. Lakeshore Drive
Brimley, MI 49715
(906) 248-8523

amcarrick@baymills.org

Subject: Slot Attendant

Applications can be found on the Bay Mills website at www.baymills.org under the employment section