



# Kla-Mo-Ya Casino, Corporation

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

## **SLOT SHIFT SUPERVISOR**

### **INTRODUCTION**

The purpose of the Slot Shift Supervisor is to assist the Slot Manager in the day-to-day operations. The Slot Shift Supervisor is responsible for the slot personnel engaged in slot floor activity.

### **MAJOR DUTIES AND RESPONSIBILITIES**

1. Responsible for assisting the VLT Manager in the training, supervision, scheduling, and evaluating of VLT staff.
2. Assists in ensuring that compliance with all departmental policies and Internal Controls are adhered to by all VLT staff.
3. Responsible for maintaining excellent employee and guest relations.
4. Assist in maintaining, printing and distributing all assigned reports, as requested.
5. Initiate disciplinary action in the absence of the VLT Manager.
6. Provide input to Slot Manger about VLT operations and personnel issues.
7. Promptly and courteously respond to guest complaints in a professional and efficient manner.
8. Work closely with all of the departments within the Casino to ensure prompt, professional, and courteous customer service.
9. Maintain key control in the absence of the Slot Manager.
10. Other related duties upon request.

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

- Knowledge and understanding of electronic game devices and progressive systems within a casino.
- Knowledge of basic management and supervisory skills.
- Ability to calculate basic math equations.
- Ability to comprehend, interpret, and convey rules, regulations, policies, and procedures.
- Ability to communicate orally and in writing. Individual should be able to express self in a clear and concise manner for the purpose of instructions. Ability to effectively convey information between staff and guests.
- Ability to effectively supervise staff, define, delegate responsibilities, and provide direct supervision to staff working under stressful, high-volume workloads.
- Ability to foster, promote, and maintain a team player atmosphere within the VLT department, by providing positive leadership.
- Ability to function effectively under pressure of time and/or demands of several tasks at once by effectively planning, organizing and prioritizing workload.
- Willingness to work irregular schedules, which will include weekends, evenings, and holidays.
- Ability to maintain confidentiality of records and information pertinent to the nature of the work.

### **SUPERVISORY CONTROLS**

Work is performed under the direct supervision of the Slot Manager, who provides general instructions. Work is assigned in terms of functional/corporation objectives. The Shift Supervisor assists with unusual situations that do not have clear precedents or when clarification or interpretations of policies/regulations are in question.

Assignments are performed according to various established procedures using set standards. New assignments are provided in detail, as well as changes in current procedures. The supervisor will provide general instructions on policy and/or procedure changes and reporting requirements and will set overall objectives and priorities. Employee performs daily assignments independently, resolving normal questions and problems according to established procedures and past experience and precedent.

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

- High School Diploma or Equivalent, **REQUIRED.**
- One (1) year of supervisory experience, **REQUIRED.**
- Must be at least twenty-one (21) year of age, **REQUIRED.**
- One (1) year prior work experience in a Casino, **PREFERRED.**
- Two (2) years of related work experience in customer service, **REQUIRED.**



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### SLOT SHIFT SUPERVISOR

- One (1) year of cash handling experience, **REQUIRED**.
- Computer experience **REQUIRED**, spreadsheet application, **PREFERRED**.
- Must submit to and clear an Alcohol/Drug Screen.
- Must be Licensable by the Klamath Tribes Gaming Regulatory Commission
- Indian Preference will apply.