



# Kla-Mo-Ya Casino, Corporation

34333 Hwy 97 N ♦ Chiloquin, OR 97624 ♦ 541.783.7529

[www.klamoyacasino.com](http://www.klamoyacasino.com)

## SLOT TECHNICIAN

### **INTRODUCTION**

The Slot Technician will be responsible for maintaining all Slot floor equipment, including on-floor electronic Slot data equipment, under the direction of the Lead Slot Technician.

### **MAJOR DUTIES AND RESPONSIBILITIES**

1. Responsible for ensuring that all duties are carried out in compliance with regulations as set forth by department.
2. Have cash handling experience and provide excellent customer service and Slot ticket redemption to Casino guests.
3. Responsible for machine operation, maintenance, and repair.
4. Access to all Slot keys, forms and documents in accordance with department policies and procedures.
5. Responsible for assisting in the payment of jackpots to Casino guests.
6. Respond to customer questions regarding machine problems.
7. Check on-line systems for errors or problems.
8. Install, align, adjust, and calibrate validators, boards, and monitors.
9. Determine legitimacy if any pay-outs from the slots per department policies and procedures.
10. Responsible for records and necessary information required by the Casino (i.e. W2Gs, 1042S, 1099 and Unclaimed JP's).
11. Assists in ensuring that compliance with all departmental policies and Internal Controls are adhered to by all VLT staff.
12. Responsible for maintaining excellent employee and guest relations.
13. Assist in maintaining, printing and distributing all assigned reports, as requested.
14. Obtain an OLCC liquor license and food handlers' card to serve alcohol and food on the casino floor.
15. Monitor the sales of alcohol to guest(s) so they are not over served and communicate to all personnel that is required per the policy and procedures on alcohol cut-offs or any other issues that need to be communicated.
16. Responsible for KIOSK issues and drops.
17. VLT Tech will be dual rated as a Relief Supervisor and adhere to the Supervisors job duties.
18. Other related duties as required.

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

- Knowledgeable in repairing and maintaining electronic gaming devices and associated equipment.
- Knowledge and ability to perform and calculate basic math equations.
- Ability to communicate effectively both verbally and in writing.
- Skilled in providing excellent customer service.
- Willingness to work irregular schedules, which will include weekends and holidays.
- Ability to function effectively and efficiently under pressure of time and/or several demands.
- Ability to maintain confidentiality of records and information pertinent to the nature of the work.

### **SUPERVISORY CONTROLS**

The Slot Technician works under the direct supervision of the Slot Lead Technician. Work is assigned in terms of functional objectives. The supervisor will provide guidance with unusual situations that do not have clear precedents.

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

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

- High School Diploma or Equivalent, **REQUIRED.**
- Must be at least 21 years of age. **REQUIRED**



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- Nine Months (9) months experience in a related technical field **REQUIRED**
- Electronic Training Certification, **PREFERRED**.
- One (1) year demonstrated customer service, **REQUIRED**.
- Prior cash handling experience, Preferred.
- Must submit to and clear an Alcohol/Drug Screen.
- Must be Licensable by the Klamath Tribes Gaming Regulatory Commission
- Indian Preference will apply.