



Kla-Mo-Ya Casino, Corporation

34333 Hwy 97 N ♦ Chiloquin, OR 97624 ♦ 541.783.7529

www.klamoyacasino.com

CAGE RELIEF SUPERVISOR

- REPORTING TO:** Lead Cage Supervisor or CFO
- CLASSIFICATION:** Non-Management, Hourly, Regular, Full-Time
- SECURITY CLEARANCE:** CLASS III
- BENEFITS:** Eligible employees (working 30 hours or more) to 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 monitor and supervise the operation and adherence, in the Cage, to internal controls, rules, regulations, and department policies and procedures, in the absence of the Cage Manager or Assistant Cage Manager.

MAJOR DUTIES AND RESPONSIBILITIES

1. Responsible for the supervision of Cage personnel and operations during the absence of the Lead Cage Supervisor/Cage Manager, in adherence with the department policies, procedures, rules, and regulations.
2. Responsible for maintaining excellent employee and guest relations, which includes greeting all guests approaching the cage pleasantly and promptly.
3. Maintain all assigned records and reports in accordance with department regulations in a timely and accurate manner.
4. Research and resolve discrepancies in cash desks.
5. Keep Cage Manager informed and advised of any inequities in cash desks.
6. Maintain a Cash Desk, Employee/Chip cash desk or Main Bank as assigned.
7. Responsible for redeeming cash equivalents, redeeming chips, operating check cashing terminals, completing computerized transactions, and counting cash back accurately.
8. Issue keys according to key policy.

ADDITIONAL DUTIES:

- Adheres to Casino standards for guest service and confidentiality.
- Refers guest problems or complaints to appropriate supervisors according to Casino policies.
- Reports and documents any observed or known safety hazard, conditions or unsafe practices and procedures to management immediately.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge and understanding of Title 31.
- Ability to communicate orally and in writing. Individual should be able to express self in a clear and concise manner for the purpose of correspondence, reports, instructions, etc. Ability to effectively convey information between staff and guests.
- Ability to effectively supervise staff, to define and delegate responsibilities.
- Ability to perform and calculate basic math equations.
- Must possess and demonstrate professional and courteous customer service skills.
- Knowledge and ability to operate computer and various software programs, to include spreadsheet application.
- Ability and willingness to work in a team atmosphere in order to ensure a consistent level of efficient customer service.



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- Ability to function effectively under pressure of time and/or demands of several tasks at once by effectively planning, organizing and prioritizing workload.
- Knowledge of standard filing systems in order to prepare, file, and retrieve various documents/reports.
- Willingness to work irregular schedules which will include weekends and holidays.
- Ability to maintain confidentiality of records and information pertinent to the nature of the work.

QUALIFICATIONS, EXPERIENCE AND EDUCATION

- High School Diploma or equivalent. **REQUIRED**
- Non-Indians must be at least 21 years of age. **REQUIRED**
- One (1) year of supervisory experience. **REQUIRED**
- Two (2) years cash handling experience. **REQUIRED**
- Minimum of one (1) year experience in 10-key, spreadsheet, and word processing application. **PREFERRED**
- Two (2) years cashiering experience. **REQUIRED**
- Must submit to and clear a pre-employment Alcohol/Drug Screen. **REQUIRED**
- Must be Licensable by the Klamath Tribes Gaming Regulatory Commission. **REQUIRED**
- Must submit to and clear an extensive Criminal Background Check. **REQUIRED**
- Indian Preference will apply.

SUPERVISORY CONTROLS

The Cage Shift Supervisor works under the direct supervision of the Lead Cage Supervisor who provides general instructions. Work is assigned in terms of urgency and objectives. The Cage Shift Supervisor must be able to work independently and follow directions.

COVID-19 CONSIDERATIONS

All Team Members are required under The Klamath Tribes' Mandatory COVID-19 Vaccination Policy to be fully vaccinated for COVID-19, unless they have an approved medical or religious exemption. In addition, All Team Members are required to self-report on the Kokomo system. Sanitation and cleanliness protocols are strictly enforced. These guidelines may change as needed and advised.

ACKNOWLEDGEMENT

This job description is intended to provide an overview of the requirements of the position. I have read this job description and fully understand the requirements set forth therein. I also understand that this is to be used as a guide and not necessarily all-inclusive of the position duties. The job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with KLA-MO-YA Casino Corporation.

Employee Signature

Date