

**Human Resources Office**  
**Baraga Property**  
16449 Michigan Avenue  
Baraga, MI 49908  
Phone: 906-353-4120  
Fax: 906-353-8786



**Human Resources Office**  
**Marquette Property**  
105 Acre Trail  
Marquette, MI 49855  
Phone: 906-249-4200 x204  
Fax: 906-249-9610

## **SLOT SHIFT SUPERVISOR**

*Full-time, Non-Exempt Position*

**Location:** Marquette, MI

***ALL REQUIRED DOCUMENTATION MUST BE SUBMITTED WITH THE APPLICATION  
OR THE APPLICANT WILL NOT BE CONSIDERED FOR EMPLOYMENT***

- KBIC Enterprise Job Application**
- Qualification Sheet(s)**
- Resume**
- College Transcripts (if applicable)**
- If you are American Indian, you must attach a copy of tribal enrollment or proof of descendency**
- If you are a Veteran, you must attach a copy of your DD214**

**PLEASE SUBMIT APPLICATION AND REQUIRED DOCUMENTATION TO:**

Human Resources Office (Located in Baraga or Marquette)

Email: [HR@ojibwacasino.com](mailto:HR@ojibwacasino.com)

Fax: 906-249-9610

**POSTING DATE: May 8, 2019**

**CLOSING DATE: May 22, 2019  
Or Until Filled**



## **DUTIES AND RESPONSIBILITIES:**

1. Ensure a pleasant experience for guests of the Casino by performing and/or delegating repairs to appropriate personnel and by being courteous and practicing exemplary guest services. Services include, but are not limited to: answering customer questions, resolving immediate concerns (i.e. tilts, paper fills and jackpots), how the games are played, and retrieving change for the guests.
2. Provide direct supervision to and including training, evaluation, approving time off and disciplinary actions, as well as responsibility for the conduct of Slot Attendants during a particular shift.
3. Perform necessary daily activities for the Slot Department, i.e. assessing the need for additional or fewer employees on a shift, and maintaining and monitoring employee records.
4. Maintain and secure necessary controls for the Slot Operations. Complete and forward the required paperwork for the progressive slot banks.
5. Assess and determine reason for machine failure and safeguard all departmental equipment. Responsible for the maintenance of the radios and other equipment. Advise slot techs of repairs that are needed on slot banks.
6. Ensure training procedures in department's orientation are reinforced; performance is monitored and evaluated to implement training/retraining needs of employees when necessary to help deter revenue losses.
7. Complete employee evaluations on a timely basis to ensure that employees meet the abilities required for the position. Prepare monthly Attendant Efficiency Reports and monitors slot incentive program.
8. Facilitate and attend staff meetings for the department on a regular basis or as needed/required to gather employee feedback, evaluate and recommend courses of action to increase efficiency/effectiveness within the department. Attend required training classes.
9. Assist in the development, implementation and monitoring of policies and departmental operating procedures and adherence to minimum internal controls.
10. Respond to and document customer inquiries and concerns, to include written responses to customer concerns.
11. Provide accurate and detailed daily shift reports to supervisor: i.e. schedule changes, disciplinary actions, etc.
12. Monitor, evaluate and present solutions to potential problem areas, i.e. security or safety issues, etc.
13. Develop quality and cooperative working relationships with all departments.
14. Maintain strict confidentiality in all departmental matters, including jackpot payout and employee files.
15. Monitor, edit and complete payroll timecards as required.
16. Submit daily documentation in a timely manner regarding leave of absences, i.e. FMLA, medical, workers' compensation, injury reports, etc. to the proper departments. Maintains daily Title 31 Log, as well as a daily check-in/out log.
17. Maintain departmental inventory supply forms and transaction forms.
18. Complete factually based investigations of alleged infractions of general department work rules, policies and procedures, Title 31, W2G etc. Follow up with training and/or progressive discipline when required.
19. Responsible for the efficient management of our slot tournaments.
20. Work cooperatively with the Marketing Department in the promotion and publicity of Slot winners.
21. Adhere to all Casino Personnel Policies and Procedures and Departmental operating procedures.
22. Participate in continuous improvement processes for effective planning and improvement of customer service.
23. Perform all other job related duties as assigned by supervisor.

## **PHYSICAL REQUIREMENTS:**

1. Must be able to stand for long periods of time.
2. May be exposed to casino-related environmental factors including, but not limited to, second-hand smoke and loud noises.
3. Must pass a pre-employment physical and drug screen.

*This summary is intended to indicate the kinds of tasks that will be required of this position and shall not be construed as declaring what the specific duties and responsibilities of the position shall be. It is not intended to limit or modify the right of the supervisor to assign, direct and control the work of the employee, nor to exclude other duties not mentioned that are of a similar kind.*

**APPROVED 05/07/2019**

Qualification Sheet (page 1)

*Please list your specific knowledge, skills, and experience showing how it's related to the position requirements listed below.*

Name: \_\_\_\_\_

Position: Slot Shift Supervisor (Marquette)

**1. Do you have a high school diploma or equivalent? And/or additional education? (Remember to attach education support to your application.)**

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**2. Do you have at least one (1) year of slot operations experience with an Associate's Degree in Business or a related field OR at least two (2) years of slot operations experience OR three (3) years of Casino gaming (in a gaming licensed position) experience? Please note which and briefly describe your experience.**

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**3. Do you have previous supervisory experience? Please describe your experience, including how many people you have supervised (at one time).**

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**4. Do you have a working knowledge of the Slot Department, its governing structure and documents? Please briefly describe your experience.**

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**5. Have you used the OASIS ERP System? Please describe your experience using an ERP system.**

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**6. Have you used Windows programs – Excel, Word, and Outlook? Please describe and note your efficiency with each.**

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Qualification Sheet (page 2)

**7. This position requires excellent interpersonal and communication skills with the general public and co-workers, so please describe how you have provided this in a previous job.**

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**8. Are you able to obtain and maintain a gaming license?**

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**9. Are you able to work well under pressure and work effectively to solve problems? Provide an example of how you have completed a work task while under pressure.**

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**10. What is your knowledge of Tribal / State / Federal gaming regulations?**

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**11. Proficient math skills are required. How are you with math? How have you used it in a previous job?**

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