

NISQUALLY RED WIND CASINO

JOB DESCRIPTION

JOB TITLE: Slot Technician Apprentice
REPORTS TO: Slot Administrator
CASINO DEPARTMENT: Slots

RANGE: H-1E to H-11
STATUS: Non-Exempt

POSITION OBJECTIVE: Provide career positions to Nisqually Tribal Members in support of the Nisqually Indian Tribe. Provide guidance, growth opportunities, and skills to enable the advancement of the Nisqually Tribal Members in developing careers and lifelong work skills.

Our Mission: To enhance continued economic viability and quality of life for the Nisqually Indian Tribe, our Team Members, and the neighboring communities.

Our Vision: Creating incredible experiences.

Our Core Values: Integrity, Communication, Accountability, Respect, Teamwork

JOB SUMMARY:

This position provides an opportunity for Nisqually Tribal members to gain the skills necessary for the position of Lead Slot Technician. Apprenticeship under the supervision of the Slots Department. A hands-on learning experience in game installations, repair, modification, and preventative maintenance of all electronic gaming devices and associated hardware and software.

QUALIFICATIONS

Required Skills and Knowledge:

- Nisqually Tribal Member.
- Willingness to study toward and earn a GED or high school diploma.
- Ability to learn all aspects of the Slot Technician Department.
- Ability to follow detailed procedures, accept guidance, and correct actions.
- Ability to learn and use basic computer skills.
- Ability to work within time constraints and stay on task.
- Ability to learn communication skills, both verbal and written.
- Ability to work independently and use sound judgment.
- Positive guest service and teamwork skills.
- Ability to work all shifts, including weekends and holidays.
- Ability to obtain a Class III Gaming License.

Physical Requirements:

- Ability to bend, reach, push, pull, squat, and lift to 75 pounds.
- Ability to stand and/or move continuously during the assigned shift.
- Ability to reach with hands and arms.
- Manual and finger dexterity for operating a personal computer and routine paperwork.
- Ability to tolerate a noisy, smoke-filled environment.

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ESSENTIAL FUNCTIONS OF THE JOB:

- Knowledge of departmental Service First Standards.
- Knowledge of casino promotions.
- Assist the Slots Department Team Members by performing the essential functions of the Slot Technician, Bench Tech, and Lead Technician positions.
- Assist guests and Slot Team Members.
- Ability to explain how to play the machines offered in the casino.
- Awareness of the gaming lights on the gaming machine(s).
- Proper radio etiquette.
- Displays a high level of guest service skills.
- Repairs, modifies, and maintains Slot machines and Ticket Redemption Kiosks.
- Gain experience in the repair and maintenance of electrical equipment.
- Learn to maintain proper documentation and parts inventory required for the position.
- Always gives superior guest service.
- Coordinates Slot tech operations to obtain maximum efficiency and economy.
- Assigned to attend floor section, bench tech area, or slot admin area.
- Supplement learning with department and company training, online, and/or off-site classes.
- Perform other duties as assigned.

NATIVE AMERICAN HIRING PREFERENCE

Approved by

Date