



Spotlight 29 Casino Job Description



Job Title: Floor Person
Department: Table Games

SUMMARY:

Responsible for the supervision and coordination dealer activities. Accountable for outstanding customer service, consistent compliance of the staff to the SOP of the Table Games department, the required reporting obligations, game protection and game integrity.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide outstanding customer service to guests and all other employees by exceeding our mission statement: “We are here for the guest. Period”
- Serve as immediate reference to departmental policies and procedures on the floor.
- Assure integrity of games, game protection, and proper rack management.
- Accountable and responsible for the protection of assets of the casino through close communication with surveillance.
- Verify accuracy of the game, make quick and professional arbitration decisions, recognize card combinations, and totals with speed and accuracy.
- Assist in player ratings accurately, consistently, and according to established guidelines.
- Order credits and fills in the respective gaming area and insures fills and credits are conducted according to policy.
- Alert Pit Manager or shift Manager of all security issues, suspicious activities, and irregularities.
- Monitor staff compliance with policies and procedures and internal controls.
- Analyze gaming activities during shift and issues written and verbal instructions to the dealers.
- Examine work efforts and procedures for exactness, neatness, conformance to policies, and positive customer service impact.
- Study and suggests standardization of procedures to improve efficiency of play to shift supervisor.
- Establish and maintains harmony among dealers and resolves grievances within the scope of responsibility.

- Prepare and assist with administrative and accountability reports designed by management and submit them in a timely manner.
- Maintain integrity of all casino promotions as they pertain to Table Games.
- Responsible for training and development of dealers and pit clerks.
- Assure that Table Games area looks neat, clean, organized and inviting.
- Keep Pit Manager or Shift Manager informed of activities and incidents during shift.
- Ensure compliance with all Minimum Internal Control Standards (MICS) as well as all Tribal Internal Control Standards (TICS)
- Present a positive image of the Casino to its guests and vendors and to assist them as required.
- Must follow all safety policies and procedures and attend all scheduled safety meetings and training as a condition of employment.
- Perform other duties as assigned and within the responsibilities of the Table Games department.

SUPERVISORY RESPONSIBILITIES:

Develop and maintain a positive work environment by implementing the organization's vision, policies, procedures, internal controls, and applicable laws with leadership and. Motivate the staff as a team and with consideration of individual talents through ongoing positive and corrective actions. Communicate information, and concerns through the chain of command. Establish and maintain game integrity and achieve optimum game protection through observation, employee direction, and the sharing of gaming knowledge and skills. Maintain inventory controls and proper internal audit procedures within the scope of responsibility.

EDUCATION AND EXPERIENCE (MUST BE DOCUMENTED):

- Must be 21 years of age or older.
- High school diploma or GED.
- Experience as a dealer, floor person, or floor person trainee.
- Must have overall knowledge of the gaming industry and tracking system concepts.
- Advanced skill levels on and knowledge of electronic tracking systems preferred.

CERTIFICATION, LICENSES AND ANY ADDITIONAL REQUIREMENTS:

- Must pass periodic random drug screens
- Must be able to pass background suitability investigation
- Must obtain a Tribal Gaming License
- Must provide proof of eligibility to work in the United States within 72 hours of employment

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand in one location for extended periods of times; talk or hear; use hands to finger, handle or feel, and reach with hands and arms. Specific vision abilities required by this job include close vision, distance vision, and peripheral vision. The employee must be able to retain and recall significant amount of gaming regulations.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- The Casino is open 24 hours per day, seven (7) days per week; therefore, you must be flexible to work any and all shifts.
- The Casino is a gaming facility.
- The Casino is not a smoke-free environment.
- While performing the duties of this job, the employee is regularly exposed to fumes or airborne particles and toxic or caustic chemicals (second hand smoke). The noise level in the work environment is usually loud.
- Be aware that surveillance cameras and audio equipment monitor the premises recording activity throughout the facility on a 24-hour, 7 – day per week basis.

INDIAN PREFERENCE ACT:

The Twenty Nine Palms Band of Mission Indians has a resolution on file with Human Resources to ensure that Indian Preference will be adhered to in the following order in accordance with IPA:

1. Tribal Members
2. Other Native Americans
3. All other ethnic groups

I have read and understand all of the elements of the above Floor Person Job Description.

Signature

Date