

HHR Attendant

JOB DESCRIPTION

SUMMARY: Assist guests in a friendly and efficient manner with a smile. Handle minor machine malfunctions. Hand pay jackpots. Perform general stock, inventory, and cleaning duties. Work together with other gaming attendants to ensure all guests are satisfied and floor coverage is satisfactory for business needs.

DUTIES AND RESPONSIBILITIES

- Closely monitor guest needs by visibly circulating assigned areas.
- Actively search out opportunities to service guests.
- Handle jackpots; initiate paper fills/reserve paper fills; correct minor machine malfunctions and perform light maintenance; respond to service lights
- Maintain cleanliness in assigned section including keeping chairs pushed in, disposing of trash, and any other light cleaning responsibilities to promote a positive player environment
- Effectively respond to issues that arise. Ability to think quickly and react based on knowledge of policies and procedures.
- Safeguard company assets
- Monitor activities in assigned area for gaming cheating or unusual activities.
- Provide change to customers at times of request.
- Perform witness, approve and verify jackpots
- Follow Ellis Parks Operational Service Standards, and SERVE expectations at all times.
- Perform duties in a safe manner; report any potential safety hazards to management staff.
- Perform any reasonable, temporarily assigned job duties outside the position's job description, where, in the Company's judgment, those duties are necessary in the interest of efficiency, productivity, or guest service.

Standards of Performance

- Maintain interpersonal working relationships among personnel and the public
- Oral and written communication skills
- Ability to work long hours on feet in a noisy environment

- Willingness to assume overall responsibility relative to the performance of the position

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

EDUCATION and/or EXPERIENCE:

One year of customer service experience in the gaming industry is preferred.

Excellent written/verbal communication skills.

Basic computer knowledge required.

Ability to handle basic math computation and handle large sums of money accurately.

CERTIFICATIONS, LICENSES, REGISTRATIONS:

Associate must be able to qualify for licenses and permits required by federal, state, and local regulations.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the associate is predominately walking and standing; frequently uses the stairs or elevators; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear. Specific vision abilities required by this job include close vision, distance vision, and peripheral vision, color coordination, and ability to adjust focus. The associate may be required to lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. The noise level in the work environment is usually moderate to loud. All associates are under surveillance (and audio surveillance in limited areas). Performance may be observed and recorded.