

SAC & FOX CASINO POSITION DESCRIPTION

POSITION TITLE: Dual-Rate Supervisor

DEPARTMENT: Table Games

STATUS: Regular, Full Time

LEVEL OF RESPONSIBILITY: Reports to Floor Supervisor

DESCRIPTION OF WORK:

Responsible for the direct supervision and conduct of the games on the assigned shift according to game rules and management policy. Attend to any customer disputes and when necessary, render decisions promptly in the games. Make table and break assignments for the dealers. Maintain a high level of customer service in all areas of the table games operation. Report any suspicious or unordinary actions to the Shift Manager immediately.

SPECIFIC RESPONSIBILITIES:

1. Supervise games in progress, customers, and dealers.
2. Safeguard table game assets on the floor.
3. Make table and break assignments for dealers.
4. Open and close tables
5. Attend to any customer disputes or decisions needed on games.
6. Maintain a high degree of customer service.
7. Perform other related duties as required.
8. Completes other duties as directed by Table Games Shift Manager.

MINIMUM QUALIFICATIONS:

EDUCATION: High School Diploma or G.E.D. Certificate.

EXPERIENCE: One year experience in table games or related experience.
Minimum one year dealer level or related experience.

KNOWLEDGE/ABILITY/SKILLS:

Knowledge, and ability to deal all games.
Ability to work with and manage personnel.

Personable, customer service oriented.
Work well with the public.
Must be available to work any and all hours or days and be able to rotate shifts if required.

NECESSARY SPECIAL REQUIREMENTS:

Responsible for compliance with the Casino's Internal Control Policy and Procedure as it relates to casino.

OCCUPATIONAL HAZARD:

In the Entertainment Industry, one may be subject to work environment containing excessive noise, smoke and stress.

This description is an accurate representation of the duties and requirements of the position.