

SAC & FOX CASINO POSITION DESCRIPTION

POSITION TITLE: Floor Supervisor

DEPARTMENT: Table Games

STATUS: Regular, Full Time

LEVEL OF RESPONSIBILITY: Reports to Table Games Shift Manager

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. May assist the Shift Supervisor in evaluating and scheduling dealers on the shift. 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.

***This position will primarily focus on new hire training, new game procedure training and any related duties in addition to the normal duties assigned to a supervisor.**

SPECIFIC RESPONSIBILITIES:

1. Supervisor 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: Two years experience in table games or related experience. A minimum one year Dual Rate 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/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.

Supervisor's Signature

Date

I have reviewed the position description and certify that I can perform the described duties and meet position requirements.

Employee's Signature

Date