



**JOB DESCRIPTION**  
**JOB TITLE: Casino Service Representative**

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**DEPARTMENT: Casino Operations**  
**REPORTS TO: Casino Site/Floor Manager**  
**FLSA DESIGNATION: Non Exempt**  
**Location: Sugar Creek South**

**SHIFT: Days, Evenings, Weekends,  
Holidays as needed**  
**WAGE STATUS: Hourly**

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**SUMMARY:**

The Casino Service Representative will provide friendly, excellent service to every customer who approaches the department area. Will be responsible in assisting customers with transactions and for balancing a bank drawer within the department. Will maintain accuracy throughout all phases of the balancing process. Responsible for promoting membership of our Players Club. Will assist customers with their promotional coupons, players cards and answer questions regarding casino promotions. May be required to perform the bill acceptor drop functions and/or soft count functions as needed. Performs all functions in accordance with applicable laws and gaming regulations, mission and objectives of Sugar Creek Casino South, and the Wichita and Affiliated Tribes, as well as established policies, procedures, and controls.

**Essential Duties and Responsibilities:**

- Must be willing to work with all regulatory agencies, i.e., Gaming Commission, State, and Federal.
- Must learn and ensure policies and procedures are being followed per the departments' Internal Controls.
- Must adhere to the Sugar Creek Casino Employee Handbook.
- Accurately counting and balancing of bank. Maintain cashier drawer transaction records and prepare daily cash inventory form.
- Redemption of video gaming tickets, and coupons.
- Maintain impress bank balance through buy/sell from the cash recycler.
- Cashes personal checks and credit card cash advances using 3<sup>rd</sup> party software.
- Assist in verifying deposits and accepting funds into the Vault from Count if necessary.
- Assist in maintaining Casino Services floor security by notifying department supervisor, site manager or floor manager, security, and surveillance of suspicious activity.
- Provides information for Suspicious Activity Reports when necessary.
- Adhere to all counterfeit requirements to ensure money taken is legal.
- Prepares MTL/MIL's, CRT's, and SAR's when necessary.
- Maintains all keys and key logs within Casino Services Department.
- Assists other employees within the Casino Services, as needed.
- Held accountable, to a very high degree, for the accuracy and thoroughness of departmental records, reports, and confidentiality.
- Must be proactive and identify problems, and solutions. Follow up with Casino Site Manager or Floor Manager.
- Maintain a working knowledge of our database system to perform duties with the promotional tracking system.
- Assists with the Drop if needed.
- Responsible for staying up to date with current Casino promotions and events.

- Will assist Casino Site Manager or Floor Manager with special projects as needed.
- Make promotional announcements.
- Maintain a clean and clear workstation.
- Promote Casino promotions and events with all customers and prompt new customers to sign onto our players club.
- Assist each customer through the membership process by inputting customer data into promotional tracking system.
- Maintains a working knowledge of the casino, as well as current and upcoming special events, in order to advise customers and fellow employees of events, whenever possible.
- Provides smooth, courteous and efficient service to customers.
- Responsible for stocking promotional items, such as bungee cords, club cards and other items for promotional use. Inform Manager when items run low.
- Routinely inspects stock of Player's Club printed material, and re-stocks same, as needed.
- Issues complimentary items for customers when appropriate level of play or promotion requirements has been established.
- Assist Marketing Department with on-going promotions and events.
- Sell event tickets for upcoming entertainment.
- Must be able to work all shift hours, holidays, weekends, and special events.
- Perform all other duties to be assigned.

**Supervisory Responsibilities:**

This position has no supervisory responsibilities.

**Qualifications:**

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.

1. Must be 18 years of age.
2. Professional appearance and able to multitask.
3. Knowledge of operating a cash register.
4. Remaining calm in a hectic, fast-paced atmosphere.
5. Demonstrating a high level of organization, attention-to-detail, and a sense-of-urgency.
6. Displaying a positive and outwardly friendly attitude toward guests.
7. Good interpersonal, customer service and communication skills.
8. Communicate effectively with all levels of team members and customers.
9. Must be flexible and adaptable to change.
10. Must be able to work a varied work schedule to include nights, weekends, and holidays
11. Must have excellent written and verbal communication skills.
12. Excellent Customer Service skills.
13. Effective communications skills
14. Must be extremely numbers oriented.
15. Must have basic computer knowledge for data entry.

**Education and/or Experience:**

1. High School Diploma or GED is preferred but not required.
2. Cash handling experience is preferred.

**Language Skills:**

1. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.

2. Ability to write routine reports and correspondence.
3. Ability to speak effectively before groups of managers, employees, and customers.

**Certificates, Licenses, Registrations:**

1. Must be able to obtain and maintain gaming license.

**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.

1. Ability to move throughout the office and casino floor (standing, walking, kneeling, bending) for extended periods of time.
2. Ability to make repeating movements of the arms, hands, and wrists.
3. Ability to express or exchange ideas verbally and perceive sound by ear.
4. Manual dexterity, hand-eye coordination, and ability to work with hand above shoulders.
5. Ability to occasionally, regularly, frequently move objects lift up to 25 pounds.
6. Ability to tolerate exposure to heat, cold, chemicals, smoke and loud/noisy environment.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. May be exposed to casino related factors including, but not limited to; secondhand smoke, excessive noise, and constant interaction with the public.

Must be able to communicate and work effectively with others to promote the best interest of the casino.

This establishment promotes a drug-free work environment.

**Reasoning Ability:**

Ability to define problems, collect data, establish facts, and draw conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract variables.

**Other Skills and Abilities:**

Basic analytical and deductive reasoning ability. Must be competent in computer skills. Must have superior interpersonal relations skills. Must have superior planning and organizational skills.

**Disclaimer:**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

**Public Relations:**

Important attributes of any employee of Sugar Creek Casino South and Wichita and Affiliated Tribes, along with the official performance of duties, are personal appearance and public relations. Each employee is expected to make every effort to be well-informed about the institution, pleasant, courteous, and cooperative, and to act in a manner to command respect of co-workers and all other

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personnel. An optimistic attitude, patience and tolerance will help each employee in nearly all situations at the institution.

**Closing:**

Sugar Creek Casino South is and Equal Opportunity Employer but does exercise Tribal and Native American Preference according to Federal Law.

As part of Wichita Gaming Commission license process, final candidates will be required to obtain gaming license by completing a background check with Wichita Gaming Commission, prior to being employed by the Casino. These background checks may include, but are not limited to:

- Credit Check
- Criminal Background Check