

# **Job Opening: Assistant Cash OPS Supervisor**

**Job Description:** Supervises all facets of the main cage, POS booth and vault operations, safeguarding and accounting for all casino money drops and vault funds during daily operations. Directs and develop staff; prepares and conducts performance reviews; provides direction and guidance for the department. Ensures that a maximum level of customer service and satisfaction throughout the property is achieved. Presents a positive image in the casino and community.

## **Education and/or Experience**

High school degree or GED required. Five years experience in vault or banking operations and two years of supervisory experience required and/or comparable combination of education and experience.

## **Additional Job Duties and Descriptions**

Performs supervisor functions such as training, evaluating and providing feedback to staff; provide direction and guidance for the department.

Supervises preparation of bank deposits; keeps adequate denominations of funds at all times.

Ensures correct custody procedures are used by all employees handling cash banks and that they comply with policies and procedures as they relate to currency, coin, tickets and related documents.

Enforces rules and regulations of the main cage, vault, and main POS booth gaming policies and procedures, and systems of internal control.

Reviews daily cash receipts and disbursements through cage and vault, ensuring accurate cashier banks and vault counts; addresses overages and shortages.

Adheres to all applicable Federal Cash Reporting requirements.

Maintains systems, procedures and policies necessary to maintain proper vault records

Understands and follows casino's internal controls, ensuring financial integrity.

Performs additional duties and responsibilities as necessary or assigned

## **Key Skills and Abilities**

**Customer Service** - Emphasizes customers (whether internal or external) in every decision and situation. Sees issues from a customer's point of view; is in touch with customer needs, expectations, and gaming experiences. Sets the standards and establishes high expectations for handling customer problems. Personally provides excellent customer service.

**Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Works well in group problem solving situations; Uses reason even when dealing with emotional topics. Is able to find new approaches to old problems; Demonstrates flexibility in thinking. Thinks about the implications of decisions, not just within his/her area of accountability. Considers the systemic implications of decisions, rather than just taking a tactical or narrow view.

**Communication Skills** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings. Explains information whether oral or written clearly and informatively; Presents numerical data effectively; Able to read and interpret written information.

**Interpersonal Skills** - Is friendly and positive with others. Maintains composure under stress and is generally viewed as even-tempered. Demonstrates good judgment, poise and maturity in interactions with associates and customers. Interpersonal style serves to enhance rather than undermine relationships with others. Treats others with respect and dignity.

**Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests. Collaborates and cooperates; works hard to achieve win-win solutions. Can be counted on to personally contribute to team efforts.

**Change Leadership** - Skilled at recognizing need and opportunity for change which will results in meaningful improvement in employee development, customer satisfaction, and business results. Takes responsible risks to improve performance; Able to deal with frequent change, delays, or unexpected events; Creates excitement in his/her area for change.

**Business Knowledge/Literacy**-Understands own function and job and its relationship to other aspects of the business. Demonstrates broad business sense and skills that are relevant both within and outside gaming. Is adept at analyzing business performance indicators to make solid decisions which drive improved performance. Is practical, cost saving, and profit-oriented.

**Integrity** - Adheres to high standards of personal and business ethics and behavior. Can be counted on to meet obligations and commitments. Honest, consistent in communication and behavior.

**Initiative/Sense of Urgency** - Understands the link between customer satisfaction and business performance; Reacts quickly and decisively. Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality. Does not wait to be told what to do. Can be counted on to handle business and customer issues before they escalate into major problems.

**Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments and makes deadlines; Commits to long hours of work and/or flexibility when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

#### **Computer Skills**

Proven knowledge of computer software as it relates to gaming accounting processes; ability to operate a personal computer required.

#### **Physical, Mental and Environmental Demands**

Must be able to maneuver in all areas of casino and in and around machines. Must operate in both mentally and physically stressful situations. Must be able to walk and be on feet for long periods of time. Must be able to lift up to 40 pounds. Must be able to bend, reach, kneel, twist and grip items. Able to walk, sit or stand for long periods of time.