

Job Opening: Drop Team Member

Qualifications: Must have excellent communication skills. They must be well organized and dependable. They must also have some proficiency in the technical aspect of computer hardware operations and troubleshooting.

Job Description: The Drop Team is responsible for completing all machine drops effectively and in a timely manner. They will pull the cash boxes of each machine and replace them with the appropriate money box for the next business day. The Pull Team will be responsible for printing and clearing all audits on the gaming machines. They will be responsible for running all applicable reports.

Additional job duties and descriptions:

- * Drops shall be completed at the same predetermined time each day.
- * If any deviation in the drop time is required, all necessary departments and employees will be notified.
- * Drop preparation (Tape and number all machines before machine drops began).
- * Sort boxes in the order which they will be placed at the machines.
- * An audit ticket for each machine will be printed prior to the exchange of the drop box.
- * Close down appropriate areas of casino at the scheduled time each night to began machine drops.
- * Transfer all machine drops to the manager to be placed in the restricted area.
- * Make sure all boxes have been collected from the drop area.
- * Make sure all machine and bill acceptor doors are locked and secured.
- * Restore all appropriate machines after the machine drops are completed.
- * Must be able to work in a smoking environment.
- * Will perform any additional duties required by the supervisor and management.

Key Skills and Abilities

Customer Service—anticipates customers' needs, provides instruction on how to play games, continually looks for machine lights and resolves issues to ensure customer satisfaction.

Communication—must be able to provide clear verbal instructions, able to write and enter data into logs, communicate positively with customers and interact effectively with all levels of internal staff

Teamwork—ability to work in a team as well as cross-team cooperation to achieve excellent results

Flexibility and Adaptability—ability to deal with frequent changes, delays and unexpected events.

Problem-solving—ability to troubleshoot and/or identify mechanical problems with machine; must be able to resolve equipment problems within casino standards

Technical— ability to operate and perform limited repair on electronic machines; ability to use computer and associated software.

Dependability—must be able to follow instructions, respond to direction and keep commitments.

Physical, Mental and Environmental Demands

Must be physically capable of lifting, pulling, pushing, or hoisting light or heavy materials weighing 5lbs. and no more than 50lbs on a regular basis. Must be able to work in a smoke-filled environment. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Creek Nation Casino Muscogee reserves the right to make any changes to the above job description whenever necessary.