



## Customer Service Representative (CSR) Job Description Cage Cashier

**JOB TITLE:** Cashier  
**SHIFT :** Full-Time, TBD  
**FLSA:** Exempt  
**DEPARTMENT:** Cage  
**LOCATION:** Central City  
**WAGE:** DOE

**REPORTS TO:** Cage Manager

### **SUMMARY**

Conducts cashier transactions. Performs players club duties, minor machine repairs, correct and complete documentation based on current ICMP's and Gaming regulations. Processes players club transactions on an as needed basis. Upholds the highest commitment to customer service.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

1. Process jackpots and fills if needed
2. Checking guest I.D.'s
3. Professional interaction with other departments
4. Maintain accuracy in handling all gaming funds
5. Accurate cash handling skills and documentation
6. Communicate effectively and courteously with guests and team members
7. Provide all aspects of customer service
8. Maintain a tidy and safe work area
9. Minor machine repairs.
10. Maintain custody of funds, records of those funds and prepares reports and records of transactions for one window bank.
11. Responsible for inventory of Casino Cage assets at open and close of shift for one window bank.
12. Redeem Scripts, coupons, e-tickets, and cash checks, make change, count chips
13. Data input for customer tracking system, point analysis. Create vouchers, sell event tickets, greet customers, track promotional gifts.
14. Process documentation based on current I.C.M.P.'s and gaming regulations
15. Remain up to date on Gaming laws and I.C.M.P. changes.
16. Answer telephones for guest services
17. Other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

None

### **SIGNATORY ABILITY**

Cashier related documents such as inventories, counts, even money exchanges, and Jackpot/Fill Slips.

Slot Attendant related documents such as jackpot/fill slips W2-G forms.

Forms generated by player's club transactions.

Count related documents such as soft count cards, master game sheets, and kiosk BV summary sheets.

**QUALIFICATION REQUIREMENTS:**

Ability to acquire and maintain a Colorado Support Gaming License.

**EDUCATION & EXPERIENCE:**

High School diploma required or GED equivalent.

1 year cash handling experience

1 year guest service experience

1 year minimum slot floor, players club, cage, drop/count experience

**LANGUAGE SKILLS:**

Ability to read and interpret all types of documents in English.

**MATHEMATICAL SKILLS:**

Aptitude including adding, subtracting, multiplying, dividing and basic problem solving. Ability to run a 10-key.

**REASONING ABILITY:**

Ability to apply gaming knowledge and experience in day-to-day work scenarios. Ability to recognize and solve customer matters.

**PHYSICAL DEMANDS:**

Able to stand for extended periods of time with adequate breaks. Must be able lift 50 pounds, bend, stoop, reach, manipulate keys, and discern colors.

**WORK ENVIRONMENT:**

The casino environment is often loud and smoky, with many distractions.

**CERTIFICATES, LICENSES, REGISTRATIONS:** Colorado Limited Gaming License

**MATHEMATICAL SKILLS:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**PHYSICAL DEMANDS:** Essential duties may involve performing physical exertion: constant brisk walking, climbing stairs, stooping, bending, stretching, reaching, kneeling, squatting, bending, walking and crouching/stooping, pushing and standing for entire work shift, with standard breaks, in order to perform duties. 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand. The employee is frequently required to walk. The employee is occasionally required to reach with hands and arms; climb or balance; talk or hear and taste or smell. The employee must occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include depth perception and ability to adjust focus.

**WORK ENVIRONMENT:** Essential duties involve working in a casino environment, which contains loud noise and odors including cigarette smoke.