



Job Description

Floor Agent I

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Summary

Consistently provide a high degree of prompt, considerate, and courteous guest service by means of acknowledgement and accommodation.

Principal Activities & Responsibilities

- ❖ Offers accessibility to guests by constantly monitoring assigned area.
- ❖ Verifies paper fills and verifies and performs hand pays.
- ❖ Keeps areas clean and clear of debris.
- ❖ Demonstrates proficiency and accuracy when performing transactions with money and/or filling out required paperwork.
- ❖ Interacts effectively and professionally with individuals of diverse backgrounds and/or cultures.
- ❖ Responds to and assesses the condition of machines that indicate that service is needed.
- ❖ Provides accurate and professional service to guests in a timely and friendly manner.
- ❖ Performs minor machine maintenance.
- ❖ Assists other team members in accommodating guest service needs.
- ❖ Completes paperwork and obtains verifications and signatures in accordance with established departmental policies and procedures.
- ❖ Maintains appearance standards as outlined in departmental and GRC policies and procedures.
- ❖ Provides information and explains Players Club benefits, property amenities and marketing or promotional programs to our guests.
- ❖ Provides courteous service to our guests and is cordial to all team members.
- ❖ Ensures that all customers are satisfied with their experience at the casino. Communicates effectively both orally and in writing.
- ❖ Maintains a good attendance record.
- ❖ Other duties as directed by management.

Level of Authority & Restrictions

Jackpot signature authority and machine access keys within the guidelines and limitations of the Slot Department policies and procedures. Operates under the direction of the Casino Shift Manager with initiative to accommodate guests, but without independent decision-making authority.

Physical & Mental Demands

- ❖ Must be able to multi-task.
- ❖ Must be able to sit or stand for long periods of time up to eight hours or more.
- ❖ Must be able to move up to 45 pounds.



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Working Conditions & Environment

- ❖ Must be able to work in smoking and non-smoking environments.
- ❖ Must be able to work all shifts, weekends, holidays & special events as needed.
- ❖ Must be able to work in areas with moderate to loud noise levels.

Minimum Job Requirements

- ❖ Must be at least 21 years of age.
- ❖ High School diploma or GED.
- ❖ Preferably 2 years of experience in the gaming industry.
- ❖ Must be able to demonstrate good general math skills in counting and making change.
- ❖ Must be able to demonstrate ability to perform transactions in accordance with casino and surveillance protocols on a "remote validation system."
- ❖ Must possess reasonable ability to communicate in English.
- ❖ This position is subject to pre-employment drug testing and criminal history background check which may include fingerprinting.
- ❖ Must have employment eligibility in the U.S.
- ❖ Must receive and maintain a valid Class A gaming license from the Tribal Gaming Commission.

Indian Preference

It is the policy of the Tribe to grant Indian Preference in hiring, promotion, and retention, all subject to meeting or being capable of meeting minimum job and educational qualifications, while living on or near a reservation, in accordance with Title VII, Section 7(b) of the Indian Self-Determination and Education Assistance Act of 1975.