



## JOB POSTING

TITLE: Assist. Slot Shift Manager  
DEPT: Slot Administration  
PAY: \$62,903.00\yr (E)

### JOB SUMMARY

**RED RIVER** – Assists the Slot Shift Manager in the overall operation of the shift and carry out the entire job responsibilities of the Slot Shift Manager when acting in his/her absence.

### MINIMUM QUALIFICATIONS

**REQUIRED** – High School Diploma or GED | At least 21 years of age | Associate degree in related field and 1 year Slot Supervisor experience | Or | 3 years Slot Operations experience with at least 1 year of Slot Supervisor experience

**ESSENTIAL DUTIES** – All Team Members must embrace and deliver Kiowa’s Guest Service Standards to every Guest on every shift, as outlined in Orientation, the Team Member Handbook, Standard Operating Procedures (SOPs), and any other related training | Consistently ensures an exceptional level of service and satisfaction is achieved throughout the property, exceeding the expectations of external and internal Guests alike in a timely and effective manner | Maintains constant awareness of all Slot department activity and monitors performance of Team Members ensuring adherence to Casino policies and procedures including internal controls | Maintains constant awareness of floor activity to protect the playing public and the integrity of the Casino | Assists in implementing new policies and procedures for the Slot department to improve security and efficiency and to protect the Casino’s assets | Maintains a good working relationship with all Team Members including all other departments | Settles Guest disputes when necessary | Supervises and/or verifies slot machine transactions when necessary | Responsible for ensuring that the Slot department is in compliance with federal currency transaction reporting requirements (Title 31) | Ensures all slot machines are in good repair and in working order | Responsible for Guest service proficiency, Team Member morale, staffing levels and effectiveness of Supervisors and Slot Attendants | Oversee the preparation of weekly staffing schedules for the Slot Department | Assistant Slot Shift Manager must utilize management and leadership skills in making sound decisions | Acts as a host, explaining slot machine details to Guests as necessary | Monitors cleanliness of the slot floor and takes action to correct deficiencies | Is always knowledgeable of all departmental and casino promotions and informs all slot Team Members of any changes | Responsible for hiring, retaining, promoting, performance evaluations, training, disciplining, and terminating Team Members with concurrence of the Department Director, General Manager and the Director of Human Resources | Must adhere to the safety rules and regulations of the Kiowa Casino and of the Slot Operations department | Administers the Kiowa U Program to the Slot Supervisors through leadership and setting the example of the Kiowa U standards | Possesses a thorough knowledge of the Kiowa Reward’s Club rules and policies | All other duties as assigned | Must adhere to departmental, organizational, state, and federal safety rules and regulations, applicable processes for safe operation, appropriate Personal Protective Equipment, in addition to any/all related controls for personal welfare and the safety of others |

#### IMPORTANT NOTES

1) This announcement describes an open position at Kiowa Casino & Hotel, as of the posting date listed below. To be eligible to apply, current Team Members must have performed competently for at least 6 months in their current position. In addition, Team Members receiving corrective action within the previous 6 months may not be eligible for transfer. If you are interested in any posted position, please contact HR for a complete copy of the job description and an application or an internal application, if you are currently employed by Kiowa.

2) Native American Preference will apply in accordance with Tribal policies. All applicants must be able to work any shift, holidays, and weekends as scheduled. Current Team Members are also encouraged to submit an updated resume with their internal application. All Team Members must submit an internal application for each interested position. For example, if you have applied for a Floor Supervisor position and one week later Floor Supervisor is posted again, you must fill out another internal application.

STATUS: 1 F/T | POSTED: 05/19/23 | REMOVE: When Filled



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