

Lead Slot Route Tech

Nevada Gaming Company

Description:

Summary:

Responsible for leading assigned team members in the successful completion of assigned tasks, projects, and job duties. Responsible for the paying jackpots, and the repair and maintenance of all slot machines related equipment within the assigned route to ensure optimal operation. Follows all operating procedures, safety regulations and policies and procedures.

Essential Functions and Responsibilities:

- Assist with training and developing department staff, as assigned
- Provide direction to assigned staff and oversee projects assigned to staff
- Act as a liaison, as necessary, between line staff and departmental leadership to ensure leadership is aware of any challenges with job performance, staffing levels, and/or job tasks
- Cleans, adjusts, and repairs gaming machines, adjusts monitor and troubleshoots as necessary for repair or replacement of components
- Facilitates various types of cash-related transactions to include payment of hand pays and jackpots
- Accurately and efficiently completes all paper work related to repairs and cash handling
- Performs preventative maintenance on all gaming equipment
- Troubleshoot issues to determine game functionality
- Replace power supplies, bill readers, printers, and pull CPU boards
- Ensure compliance with all applicable gaming laws and company internal controls, policies and procedures, Title 31, and federal regulations, as they apply to the position
- Inspect vehicle before going out on the route and complete Vehicle Maintenance Sheet

- Provide outstanding guest service in a timely manner to both guests and fellow team members that meets the company's guest service culture standards
- Perform other duties as assigned

Requirements:

Qualifications

- Previous working knowledge of gaming machines and associated equipment preferred
- Able to communicate effectively with team members, guests, location owners/managers and Supervisors
- Familiar with and knowledgeable of the area road system
- Comfortable driving during various driving conditions and traffic patterns, including rush hour
- Proven experience providing high level of guest service
- Ability to read, analyze, and interpret documents, such as policy and procedure manuals, maintenance instructions, and other related documents
- Able to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals
- Ability to apply common sense reasoning to variety of situations
- Able to successfully work independently
- Must be at least 21 years of age
- High school diploma or equivalent
- Ability to functionally communicate occupational-based English, both written and verbal
- Obtain and maintain all work cards as required by the company
- Verify right to work in the United States

Work Cards

- Gaming

- Valid Divers' License
- 10 Year DMV History Report

Physical Requirements

- Frequently lift and/or carry up to 25 lbs. at floor, knee, waist, and/or chest levels
- Frequently bend, reach, twist, climb, squat, kneel, stand, and walk
- Frequently sitting and driving
- Constant use of hearing and vision, distinguish between shades of color, and use tools or equipment requiring a high degree of dexterity

Work Environment Potential Conditions

- Indoor and outdoor
- Smoky and noisy
- Extreme hot and cold temperatures, including humidity
- Driving and/or riding in vehicle

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice. Must be able to perform the essential functions of the position with or without reasonable accommodation.