



TORTOISE ROCK
CASINO

Twenty-Nine Palms Enterprises Corporation Job Description



Job Title: Cage Supervisor
Department: Cash Cage
Base Wage/Salary: DOE
Reports To: Cage Manager
FLSA Status: Non-exempt
Prepared By: Sharon Marshall
Prepared Date: March 3, 2014
Approved/HR: Sharon Marshall
Approved/GM: Tom Sedlock
Approved Date:

SUMMARY:

Responsible for the operation of all cage activity during the shift. Responsible and accountable for cage main bank and for balancing casino cage at end of shift. Handle customer inquires and complaints. Communicate with other departments. Responsibilities include function of cashier when necessary.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide outstanding customer service to guests and all other employees by exceeding our mission statement to be the premier entertainment experience in the Coachella Valley and the High Desert.
- Responsible for the operational functions of a department with direct emphasis on policy and procedures compliance, cash control, and protection of assets.
- Maintain security and accountability of company funds located in the cage during shift.
- Communicate with all departments as needed using professionalism.
- Assist customers and employees.
- Supervise cage cashiers to ensure their compliance with policies and procedures.
- Key control for cage and gaming commission
- Conduct the investigation of any window overages or shortages and make the necessary corrections and forward a report to the Cage Manager summarizing the results of the investigation.
- Balance casino cage.

- Control cage main bank.
- Prepare daily reports.
- Follow established procedures and internal control policies.
- Same job functions of Cage Cashier as needed.
- Must be capable of presenting a positive image of the Casino to its guests and vendors and to assist them as required.
- Must follow all safety policies and procedures and attend all scheduled safety meetings and training as a condition of employment.
- Performs any other duties that may be assigned from time to time.

SUPERVISORY RESPONSIBILITIES:

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees; directing work; addressing complaints and reporting to Supervisor.

EDUCATION AND EXPERIENCE (MUST BE DOCUMENTED):

- Must possess a high school diploma or equivalent.
- Must be 21 years of age or older.
- One year cage experience. A minimum of one year management or supervisory experience where responsibilities include direct supervision of 15 or more employees and directly
- Must be computer literate and able to operate a 10-key calculator.

CERTIFICATION, LICENSES, AND ANY ADDITIONAL REQUIREMENTS:

- Must pass pre-employment and periodic random drug screens
- Must be able to pass backgrounds suitability investigation
- Must obtain a Tribal Gaming License
- Must provide proof of eligibility to work in the United States within 72 hours of employment

PHYSICAL DEMANDS:

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. Upon request, 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 frequently required to stand; walk; use hands to finger, handle or feel; reach with hands and arms; and stoop, kneel, crouch or crawl. The employee must occasionally lift and or move up to 40 pounds; and push up to 50 pounds on a cart. Specific vision abilities required by this job include close vision, distance vision, and peripheral vision.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- The Casino is open 24 hours per day, seven (7) days per week; therefore, you must be flexible to work any and all shifts.
- The Casino is a gaming facility.
- The Casino is not a smoke-free environment.

INDIAN PREFERENCE ACT:

The Twenty Nine Palms Band of Mission Indians has a resolution on file with Human Resources to ensure that Indian Preference will be adhered to in the following order in accordance with IPA:

1. Tribal Members
2. Other Native Americans
3. All other ethnic groups

I have read and understand all of the elements of the above Cage Supervisor Job Description.

Signature

Date