

JOB DESCRIPTION

SLOTS ATTENDANT

Brief Description

The position of slots attendant consists of providing constant assistance to casino guests, and answering questions they may have about gaming machine functions and payouts. It also consists of patrolling assigned areas to ensure that players are following rules and that machines are functioning correctly.

Tasks

- Answer patrons' questions about gaming machine functions and payouts.
- Patrol assigned areas to ensure that players are following rules, are comfortable and catered for, and that machines are functioning correctly.
- Make slot short payment of jackpots and ensure promptness.
- Reset slot machines after payoffs.
- Respond to and report patrons' complaints.
- Exchange currency for customers, recharging cards with credits
- Report the specifics of malfunctioning machines and have malfunctions needing repair documented by Duty Managers.
- Enforce safety rules, and report or remove safety hazards as well as guests who are underage, intoxicated, disruptive, or cheating.

Qualifications and requirements

- Female (21 to 35 year)
- High school Diploma
- Excellent communications skills
- 2 Years in Hospitality service industry (preferably)
- Excellent grooming
- Tanzanian national
- Understanding of the gaming industry (preferred)

Competencies (in order of importance)

- Dependability – job requires being reliable, responsible, and dependable, and fulfilling obligations.
- Attention to detail – job requires being careful about detail and thorough in competing work tasks.
- Cooperation – job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
- Integrity – job requires being honest and ethical

Lines of communication

- The slot attendant will report to the assistant duty managers or duty manager.

Working conditions

- This is a full time position
- Shift work including working weekends and on public holidays
- Salary negotiable depending on qualification and experience (TSH300-400k)