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## Slot Attendant

The Slot Attendant is responsible for providing excellent guest service on the casino floor by assisting players with slot machine issues, processing payouts, and ensuring the overall functionality and cleanliness of the slot area.

### About the position

- Greet and assist guests with slot machine inquiries and minor malfunctions.
- Process hand-pays and verify jackpots in accordance with gaming regulations.
- Monitor slot floor activity and report issues or suspicious behavior.
- Perform minor maintenance such as paper refills, machine resets, and ticket or bill jams.
- Provide guests with information about promotions, player cards, and casino services.
- Coordinate with technicians for complex slot machine issues.
- Monitor the slot area to ensure it remains clean and orderly.
- Deliver professional and friendly service at all times.

### Qualifications & Requirements

- High school diploma or equivalent preferred.
- Previous customer service experience, preferably in a casino environment.
- Basic understanding of slot machines and gaming procedures (training provided).
- Good communication and interpersonal skills.
- Ability to handle cash and sensitive information responsibly.

### Physical Requirements

- Ability to walk and stand for extended periods.
- Bend, kneel, or lift up to 30 lbs. as needed.
- Work in a busy environment.
- Flexible availability including nights, weekends, and holidays.