



# HOLLYWOOD PARK CASINO

## JOB DESCRIPTION

TITLE OF POSITION:	Cage Cashier	DEPARTMENT:	Cage
REPORTS TO:	Cage Manager	DATE:	January 2017
PAY RATE/RANGE:	\$15.50	PAY TYPE:	Hourly

### Position Summary:

As a Cage Cashier you will be responsible for the casino chips and cash at your assigned window. You will sell and redeem chips for customers, dealers, chip runners, and any other relative party. Perform all duties assigned in accordance with all applicable legal regulations and requirements, presenting oneself as an asset to Hollywood Park Casino and encouraging others to do the same.

### Major Responsibilities:

- Interface and provide first-class 5 star level customer service to all guests and employees.
- Ensure customer service provided always exceeds the criteria set by the Hollywood Park Casino Company, Inc. Code of Professionalism.
- Maintain a professional and well-groomed appearance at all times.
- Follow through on written or verbal instructions
- Communicate effectively with all guests and employees.
- Follow all gaming regulations.
- Convert gaming checks, coupons, tokens, or coins to currency for gaming patrons.
- Maintain cage security.
- Determine cash requirements for windows and order all necessary currency, coins, or chips.
- Verify accuracy of reports, such as authorization forms, transaction reconciliations, or exchange summary reports.
- Sell gambling chips, tokens, or tickets to patrons or to other workers for resale to patrons.
- Perform removal and rotation of cash, coin, or chip inventories as necessary.
- Attendance and punctuality are essential functions for this position.
- Strictly adhere to all HPC timekeeping rules and procedures.
- Adhere to all department, Human Resources and Safety policies and procedures.
- Perform all duties assigned by the Cage Supervisor, Cage Manager or CFO including duties outside the daily job responsibilities, as needed.
- Adhere to all applicable federal, state and local laws and regulations.



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### **Qualifications, Experience, Education:**

- Must be 21 years of age or older to apply
- Must be able to pass a background check and obtain a casino work permit before entering this position
- Must have employment eligibility in the U.S.
- Casino Cage Cashier experience preferred
- Bank teller, heavy retail cashier, or general casino experience required
- Upbeat, friendly and outgoing
- Polished and professional demeanor
- Superior customer service skills
- Strong organizational and communication skills
- Ability to work under pressure and be detail oriented
- Must be able to pass an arithmetic assessment
- Demonstrates flexibility—able to change schedule or locations within the casino as required to meet the needs of the department.
- Duties for this position require moderate physical exertion, such as sitting/walking at will, standing/sitting for long periods, lifting/carrying objects weighing up to 15 lbs., pushing/pulling objects, crouching/kneeling, bending, reaching, kneeling, twisting, close vision, color/depth perception, hearing sounds/communication, and handling/grasping/fingering equipment. Safety precautions must be used at all times to avoid injury to oneself and others.