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| Title of Position: | Assistant Sr. Lead Cage Cashier | Department: | Cage |
| Reports to: | Cage Manager | Date: | February 2024 |
| Pay rate/range: | $19.00 to $21.00 | Pay Type: | Hourly |

**Position Summary:**

Assist cage cashiers and ensure adherence to all department and company policies and procedures, during assigned shift. Perform all duties assigned in accordance with legal regulations and requirements, presenting oneself as an asset to the Hollywood Park Casino and encouraging others to the same.

**Major Duties and Responsibilities:**

* Ensure security and accountability of company funds within the cage department.
* Assist in coordinating all cage activities during assigned shift.
* Assist cage cashiers to ensure compliance with company and department policies and procedures and in accordance with legal regulations and requirements.
* Handle customer inquiries and complaints, while providing excellent customer service, and interface with other departments for resolution of issues.
* Communicate credit information on players to casino management, as appropriate.
* Identify and communicate cashier training needs to the department manager.
* Provide a safe, orderly, and a positive working environment.
* May assist in the preparation of annual performance reviews of staff members.
* Conduct investigations into over or short errors, make necessary corrections and report findings to the Cage Manager.
* Work the cage windows, as required.
* Assist customers in accessing player safety deposit boxes.
* Report concerns questions or problems to the Shift Manager or Cage Manager.
* Report safety concerns to shift manager and Cage manager immediately.
* Flexibility to change schedule or locations within the casino as required to meet the needs of the department.
* Must function in a team environment.
* Perform other related tasks as assigned by the Cage Manager or CFO.
* Enforce and strictly adhere to all HPC timekeeping rules and procedures.
* Enforce and adhere to all departments, Human Resources and Safety policies and procedures.
* Adhere to all applicable federal, state, and local laws and regulations.

**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
* Must possess a high regard for customer service and Team Member relations.
* Ability to adapt well to the casino environment that involves large numbers of people as well as loud and continuous high noise levels.
* Demonstrates Flexibility – able to change schedule or locations within the casino as required to meet the needs of the departments.
* Demonstrates mathematical skills (Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals).
* Must be able to work any shift and any day of the week, including weekends, holidays, and special events.
* Ability to establish and maintain effective working relationships with employees and guests.
* Ability to work under pressure and be detail oriented.
* 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 25 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 always be used to avoid injury to oneself and others.