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| Title of Position: | Lead Poker Floor person | Department: | Casino Floor |
| Reports To: | Shift Manager | Date: | January 2017 |
| Pay Rate:  | $21.00 per hour + Tip Pool  | Pay Type:  | Hourly  |

**Position Summary:**

Observe and maintain integrity of all casino games. Monitor the assigned section’s (Poker or California Games) activities and staff to ensure consistency with Casino Operation directives and performance standards. Performs all duties assigned in accordance with all applicable legal regulations and requirements, presenting oneself as an asset to the 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 the 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.
* Communicate effectively with all employees and follow through on written or verbal instructions.
* Greets and directs players to gaming tables.
* Ensure table insignia is properly displayed and collections are taken properly.
* Accurately maintains casino issued impress bank and properly returns it at the end of shift.
* Ensures integrity, cleanliness and orderliness of the gaming floor.
* Observes playing habits and reports any and all illegal or suspicious activities immediately.
* Keep appraised of all current and upcoming casino promotions and special events and communicates them to players to encourage participation in those activities.
* Monitor all gaming activities, including tournaments, and ensure all gaming activities comply with relevant laws and regulations.
* Fully understands all rules and procedures of all games in assigned area and communicates those rule and procedural changes to the floor staff, training staff when necessary.
* Evaluate rulings and review surveillance tapes to resolve disputes or problems using prescribed remedies for common procedural errors.
* Communicates table assignments and breaks; monitors and follows break schedules and procedures.
* Generates reports and maintain logs, when required.
* Communicate issues and discretionary decisions to the licensed manager/director on duty.
* Recommend barring certain patrons and work with Security and Surveillance to establish proper coordination of company policies.
* Submit written daily reports regarding unusual or important circumstances and activities during the shift.
* Report safety concerns or other urgent problems to upper management immediately.
* Completes all other duties as assigned by upper management.
* Attendance and punctuality are essential job functions of this position.
* Strictly enforce and adhere to all HPC timekeeping rules and procedures.
* Enforce and adhere to all department, Human Resources and Safety policies and procedures.
* Enforce and 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
* High school diploma or equivalent required.
* Casino experience is required.
* Must have general understanding of Federal law requirements including the Bank Secrecy Act; this position requires mandatory Bank Secrecy Act training for Suspicious Activity and Anti-Money Laundering prior to working on the Casino floor and annual training.
* Demonstrates proficient written and verbal communication skills.
* Must possess a high regard for customer service and Team Member relations.
* Must have excellent disposition and aptitude for customer service duties.
* Ability to adapt well to the casino environment that involves large numbers of people as well as loud and continuous high noise levels.
* Must be self-motivated and have the ability to recall and conceptualize gaming decisions.
* Demonstrates Flexibility – able to change schedule or locations within the casino as required to meet the needs of the departments
* 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 be always used to avoid injury to oneself and others.

The above statements are intended to describe the general nature, level of work, and skills being performed by people assigned to this classification. All employees may be required to perform duties outside of their normal responsibilities from time to time, as needed. Furthermore, the above statements may be reviewed, changed and/or modified by management at any time, with or without notice to employees.