

PARAGON CASINO RESORT

Job Description

SLOT BENCH TECHNICIAN

Department:	Slots	Reports to:	Slot Maintenance Mgr.
Job Code:	Tec06	License:	Gaming
Position Code:	Tec005	Date:	8/8/19
Pay Grade:	N7		
EEO-1 Code:	3		

SUMMARY:

Responsible for the overall repair and maintenance of all electrical and mechanical slot machines.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Responsible for troubleshooting and repairing all types of slot machines and associate equipment to the component level.
- Assists in connecting wires used for data and progressive systems as well as programming the super controller to display the correct amounts.
- Maintains a working library of all technical manuals and customer notices issued by the vendors to ensure compliance.
- Maintains a working stock of spare parts to minimize equipment down time due to equipment failure.
- Responsible for the repair, overhaul, and proper preventative maintenance of all slot machines to ensure optimal operation.
- Handles floor maintenance and repair, and all high limit and third time machine fills.
- Handles the initial set-up and checkout of new slot machines.
- Assists in the break down, relocation, and re-set up of machines and stands to be relocated.
- Maintains current knowledge of local jurisdiction gaming laws (federal, state, compact, etc.) and attendant regulations as well as Paragon Casino Resort policies and procedures.
- Brings disputes and unusual guest activities to the attention of the shift manager.
- Promotes positive Guest Relations through prompt, courteous and efficient service.
- Assists in developing training classes and/or modules for the slot maintenance department.

Paragon Casino Resort requires all Associates to consistently:

- Exceed Guests expectations with quality and friendly service.
- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.

- Provide a safe working environment by complying with safety rules and reporting potential hazards.
- Comply with company performance standards and departmental policy and practices.
- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.
- Support training and development for all associates.
- Communicate and share ideas, concerns and explain “Why” behind decisions.
- Maintain a consistent, regular attendance record.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essen General education degree (GED)

Education and/or Experience: High School Diploma or General education degree (GED) , and four years slot experience required. Electronics degree preferred.

Language Skills: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to guests and other Associates of the company.

Mathematical Skills: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

Reasoning Ability: Ability to apply commonsense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Physical Demands: The physical demands described here are representatives of those that must be met by an Associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the Associate is regularly required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear.

The Associate must regularly lift and/or move up to twenty five (25) pounds, frequently lift and/or move up to fifty (50) pounds, and occasionally lift and/or move more than one hundred (100) pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an Associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. The casino environment is usually smoky.