

JOB DESCRIPTION

Department:	Cage/Vault
Job Title:	Cage/Vault Manager
General Definition:	Assists Director of Cage/Vault with the operational functions of the cage/ vault operations ensuring safe and efficient operation of the cage/vault.
Supervision Received:	Director of Cage/Vault
Supervision Exercised:	Dept Supervisors Main Bankers Cage Cashiers

Essential Job Functions:

- Manages and monitors the performance of all cage/vault employees.
- Preparation of daily staff schedules to ensure adequate staffing to meet business needs.
- Evaluates and approves OT/early leave out in the absence of Director of Cage/Vault.
- Provides effective feedback and corrective action to staff members.
- Provides all entry level training to employees and ensures policies and procedures are effectively communicated to all employees.
- Ensures that cage/vault staff members are operating in accordance with company policy.
- Ensures that all transactions are counted and recorded accurately.
- Assists Director of Cage/Vault with shift paperwork, investigates any variances and reports the findings to management.
- Assists with the accurate recording of cage/vault transactions.
- Effectively presents information and responds to questions from employees.

- Resolves guest complaints in cage/vault area in a timely manner.
- Performs all other duties as assigned.

MINIMUM QUALIFICATIONS

Education:

- High school diploma or GED equivalent.
- Associate degree or vocational certificate preferred.

Knowledge, Skills, and Abilities:

- Must possess excellent customer relations, leadership, and communication skills.
- Must possess excellent organizational and problem-solving skills.
- Must possess general knowledge of mathematical skills including addition, subtraction, multiplication, division, and money handling.
- Must be willing to work any day and shift.
- Must have ability to use good judgment in intense and non-intense situations.
- Must be friendly and demonstrate an outgoing personality.
- Must be proficient with 10 key calculators, currency handling and coin counters.
- Must demonstrate integrity and maintain confidentiality with all guests, employees and proprietary information.
- Must be able to follow all instructions, written and oral.
- Must be able to work in a casino environment where secondhand smoke, loud noises and flashing lights are present.
- Must be able to sit, stand or walk for prolonged periods of time.
- Must be able to push, pull, lift and carry objects weighing up to 50 pounds.

Training and Experience:

- One (1) year of supervisory experience in a high-volume casino/hospitality cash handling position such as cashier or main banker.
- Minimum of three (3) years of experience in cash handling position such as bank teller or casino cage cashier/ main banker.

Licenses/Certifications/Other:

- Must be able to pass a thorough background investigation of criminal and financial history to obtain a Gaming License from the Office of the Delaware Gaming Commission.
- Must be able to complete pre-employment drug test with a negative result.
- Must pass an annual Title 31 exam.

I hereby acknowledge that I fully understand the job description and requirements.

Employee Signature

Date