



13767W County Road B
Hayward, WI 54843

Job Description

Job Title: Cage/Vault Cashier
Department: Cage/Vault
Reports to: Vault Shift Supervisor/Cage Shift Supervisor
Pay Range: Grade 2
Position Type: Key

Basic purpose or function: Service guest through currency/ coin transactions, coin redemption, gift, certificates, coupons and chip redemption

Job Responsibilities:

- Complete knowledge and enforcement of all Cage/Vault procedures with in complex policies and procedures.
- Complete knowledge of all equipment operating procedures.
- Service guests through currency/coin transactions, coin redemption, gift certificates, coupons and chip redemption.
- Maintain and balance banks, keep them stocked.
- Audit banks if discrepancy is found.
- Ability to function as a member of the team which makes up the Cage/Vault department.
- Resolve customer disputes and maintain a friendly atmosphere while doing so.
- Counting and verifying in and out of bank.
- Counting and verifying transactions and transfers.
- Completion of required paperwork.
- Influence, motivate and solve day-to-day situations.
- Work hours that are flexible and support the customer needs of the Casino.
- Maintain confidential information at all times.
- Perform other duties assigned to you by the Shift Supervisors, Lead Supervisor, Department Manager and Director.

Minimum Qualifications:

- High School Diploma or equivalent
- Minimum of 18 years of age
- Strong customer service experience with direct guest interface
- Must be dependable, organized, detail orientated, and accurate.
- Present a clean, neat, and professional image.
- Must be able to work a flexible schedule if needed.
- Excellent oral communication and written communication skills.
- Must be able to lift 50lbs or more.
- Must have basic math skills.
- Must complete Title "31" training.
- Must obtain a key gaming license.

Native American preference applies to all candidates for this position.