



13767W County Road B
Hayward, WI 54843

Job Description

Job Title: Drop Team
Department: Finance
Reports to: Team Leader, Drop Team Supervisor
Pay Range: Grade 3
Position Type: Key

Basic purpose or function: Collect (drop) the Slot Machine Bill Validator Boxes and perform an accurate count of the contents currency/tickets. Perform an accurate count of currency/tickets from the Table Games drop boxes.

Job Responsibilities:

- Protect and safeguard the company assets.
- Provide exceptional Customer and Employee service as per the established standards and Casino procedures when performing all assigned duties.
- Adhere to all regulatory, Count Operations procedures, Minimum Internal Controls and safety rules.
- General maintenance /operating knowledge of all soft count equipment.
- With a Security escort: Remove and replace slot machine bill validating currency drop boxes (BVD) one slot machine at a time. Transfer all slot drop boxes to the cart to be taken and secured in the Soft Count Room.
- Run currency and tickets one slot drop box (BVD) at a time through the currency counter in the designated areas as assigned by Surveillance.
- Monitor currency and tickets for any issues such as counterfeit bills or fraudulent tickets.
- Maintain and ensure legible accurate soft count documents.
- Use clear communication with Drop Team and Supervisor to exchange information and resolve issues of concern.
- Maintain a clean and safe working environment.
- Complete all other duties as tasked.
- Maintain confidentiality all times.

Minimum Qualifications:

- High School Diploma or equivalent.
- Minimum of two years' experience with Drop/Count Operations preferred.
- Minimum of 18 years of age.
- Strong customer service experience with direct guest interface.
- Must be knowledgeable in MS Office, Excel, & Outlook
- Prior money handling experience and basic math skills a must.
- Must be able to stand long periods of time.
- Must be physically able to kneel or bend, lift 50 pounds and stand for one hour at a time.
- 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 complete Title "31" training.
- Must obtain a key gaming license.