



13767W County Road B  
Hayward, WI 54843

## Job Description

Job Title: Floor Key  
Department: Slot Operations  
Reports to: Slot Operations Supervisor  
Pay Range: Grade 2

---

**Basic purpose or function:** Taking care of the needs of our Guests by giving exceptional service, whether it is paying a jackpot, getting them change, or fixing a machine problem.

---

### **Job Responsibilities:**

- Learn policies and procedures of the Slot Operations Department.
- Provide exceptional service to all casino Guests
- Have positive interaction with Guests to ensure an enjoyable visit.
- Function as a Team Member of the Slot Operations Department.
- Cover the casino floor making sure no Guest is waiting for assistance.
- Pay jackpots in a timely manner and according to procedures.
- Perform minor maintenance on machines including replacing ticket paper.
- Provide feedback to their Shift Supervisor.
- Maintain confidential information at all times.

### **Minimum Qualifications:**

- Be able to learn slot machines functions and their pay tables.
- Have a friendly and positive attitude.
- Be able to walk for lengthy periods of time.
- Must have good money handling skills
- Must be able to keep calm in stressful situations.
- Must have good work ethic and be able to work flexible hours.

**Native American preference applies to all candidates for this position.**