



13767W County Road B
Hayward, WI 54843

Job Description

Job Title: Drop Team Supervisor
Department: Finance
Reports to: Finance Manager
Pay Range: E1
Position Type: Key

Basic purpose or function: Oversees the entire Drop/Count process including supervision of the Drop Team Leader and Drop team members, demonstrating the procedures to be followed and exhibiting professional behavior.

Job Responsibilities:

Daily Responsibilities:

- The Drop Team Supervisor is responsible to fill-in for any vacancies in the event of an absence. In the event there are difficulties with adequate staff to perform the count at either Sevenwinds Casino or Grindstone Creek, the Supervisor will work with the Manager on Duty to determine whether to cancel the drop.
- The Supervisor will confirm with the Lead the duties for the day.
- The Supervisor is responsible to ensure the Drop/Count process is performed in accordance with the Minimum Internal Control Standards and procedures.
- Ensure adherence to the Drop/Count route and schedule. Report any deviations to Surveillance and the Manager.
- Accompany and Supervise the Team during the collections and count process.
- Report and document any error or variance to Revenue Audit and the Manager.
- Upon completion of the entire Daily Drop/Count Process, the Supervisor will assign staff to clean and maintain the Count Room and equipment if necessary.
- Assist the Manager with investigations and Surveillance Star reports responses.

Weekly/Monthly Responsibilities:

- Monday Morning by 9 am: The Supervisor verifies and approves the time in the time management software.
- The Supervisor will prepare the weekly schedule and present to the Finance Manager for approval prior to submitting to Human Resources. The schedules are required to be submitted two weeks in advance.
- Maintain a sufficient inventory of supplies for the Count operations. Prepare and submit all supply orders with adequate order lead time to purchasing.
- Supervise, train, counsel and develop Drop/Count team members so they can perform assigned duties effectively, efficiently and in accordance with the Casino Internal Controls.
- Conduct New Hire Orientation for Drop team members, which addresses the Minimum Internal Control Standards and policies for the department. When additional training is given, the Supervisor will retain acknowledgements from the team members that they received the training.
- Prepares employee evaluations with assistance from the Drop/Count Team Leader.
- Respond to all Gaming Violation and Star Logs electronically within two business days of receipt.
- Assist the Finance Manager in developing the annual budget for the department.
- Advise Management of issues or conditions that effect efficiency, safety or the security of the Casino assets.
- Maintain a clean and safe working environment.
- Complete all other duties as assigned.

Minimum Qualifications:

- High School Diploma or equivalent.
- Minimum of two years' experience with Drop/Count Operations.
- 1-2 years prior supervisory experience 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 a must
- Must be able to stand long periods of time.
- Must be physically able to kneel or bend, ability to lift 50 pounds.
- 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.