

SLOT ATTENDANT JOB DESCRIPTION

POSITION SUMMARY:

Interacts with Casino guests and pays out Jackpots and fills. Ensures guests satisfaction, profitable operations, and compliance with industry standards and regulations.

This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Employees may be required to perform any other job-related duties assigned by their supervisor or management. All duties and responsibilities are to be performed in accordance with the Company's Safety, Quality and Environmental standards.

RESPONSIBILITIES:

- Initiates, verifies and pays jackpot pay outs and hopper fills including resetting the slot machines.
- Fills machines with coins. Reports defective machines.
- Collects coins and currency from change machines and makes settlements with cashier cage to balance assets and cash retrieved from the machines.
- Prepares written authorization for jackpot payouts and presents to Cashier and/or Casino management based on established Casino Operations policies.
- Conducts daily inspections of the Arcade.
- Maintains a constant presence throughout the Casino. Walks around the Casino to assist guests and provide general information. Extends courtesy and helpful gaming information to guests.
- Responds to guest complaints in a considerate, professional and positive manner by showing concern and listening actively. Takes ownership of guest concerns.

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- Maintains an awareness of the guests to avoid possible security problems. Observes players and machine operation for improper use or possible security problems. Notifies management and/or security of suspicious behavior.
- Completes paperwork and/or reports on a per voyage, monthly and/or quarterly basis.
- Attends meetings, training activities, courses and all other work-related activities as required.
- Supports cleaning staff to ensure casino/casino bar area is kept tidy.
- Acts as Casino Host, running tournaments and interacting with guests when designated.
- Acts as Administrative Assistant to the Casino Manager, performing any administrative and reporting duties, or computer data entries when required.

REQUIREMENTS:

- Completion of High school or GED.
- Previous slot attendant work experience in live casinos preferred, but not essential.
- Proven customer service skills to interact appropriately with guests in a considerate, professional and positive manner by showing concern and listening actively.
- Ability to communicate effectively and tactfully with guests, department heads and shipboard crewmembers to resolve problems and negotiate resolutions.
- Ability to stand for an extended period of time.
- Ability to count paper and coin currency quickly and accurately.
- Ability to perform basic math functions with regard to monetary units and compute slot machine percentages.

- Must have basic computer skills and knowledge of Microsoft Excel and word programs.
- Proven customer service skills to interact appropriately with guests in a considerate, professional and positive manner by showing concern and listening actively.
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- Ability to stand for an extended period of time.
- Ability to count paper and coin currency quickly and accurately.
- Ability to perform basic math functions with regard to monetary units and compute slot machine percentages.

LANGUAGE REQUIREMENTS:

- Excellent ability to speak English clearly, distinctly and cordially.
- Excellent ability to understand, read and write English in order to interpret written procedures, policies and manuals. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.

PHYSICAL REQUIREMENTS:

- While performing the duties of this job, the shipboard employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- Extensive travel from ship to ship with varying accommodations and resting opportunities require good health. Active management of health through diet and exercise is a key for prolonged success in the position.

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- All shipboard employees must be physically able to participate in emergency lifesaving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. The employee must have the ability to lift and/or move up to 55 pounds.

LEADS WITH PASSION, DRIVE AND ENERGY

- Promotes team unity at all levels within the Team and collaborates well with shipboard and shore side management.
- Shows motivation to learn and grow in the department.

ACTS WITH INTEGRITY

- Creates a climate of trust, mutual respect, and a professional image according to company standards. Be groomed meticulously and ready for guest service.
- Maintains guests' and employee confidence and protects the organization's reputation by keeping guest and company information confidential. Enhances department and company reputation by accepting ownership and accomplishing a diversity of requests while exploring opportunities to add value to job accomplishments.

BENEFITS:

- Contract with an average length of 6 - 8 months.
- Free food & shared accommodation (2 people per cabin).
- Crew areas activities on board (gym, crew bar, shore excursions, social activities, crew events, etc.)
- Joining tickets: are not covered for new crew members.
- Repatriation tickets: are provided by the company.
- Visa expenses reimbursed on board.

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- Medical exam can be reimbursed depending of the company.
- Earn recognition and career advancement opportunities.



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RECRUITMENT

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