

Spirit Mountain Casino Employment Opportunities Open Until Position Filled

CAGE/PLAYERS CLUB

The Cage/Players Club team is responsible for performing dual roles: ensuring the secure handling of cash and cash equivalents in the cage and delivering exceptional guest service in the Players Club. This position requires accuracy, professionalism, and a customer-focused approach to enhance the guest experience while maintaining compliance with operational and security protocols.

Key Responsibilities:

- Selling and redeeming cash for customers
- Paying out machine tickets
- Processing jackpot hand pay requests
- Cashing travelers checks for customers after obtaining proper approval and identification
- Verifying opening Cage cash inventory
- Preparing closing cash inventory sheets
- Keeping Cashier bank balanced, and stocked at the appropriate levels for each class of inventory
- Maintaining current status on periodic Title 31 training and testing
- Adhering to record-keeping requirements necessary to facilitate compliance with Title 31
- Attend cash handling class
- Performing other duties as assigned
- Promoting Players Club program, explaining the benefits of utilizing the Players Club card, and keeping current on the amenities and events offered through Players Club
- Informing guests on all account information, upcoming promotions, events, tournaments, and daily specials
- Providing fast, friendly, and courteous service to all Players Club members
- Enrolling new members and encouraging them to participate in the Players Club
- Inputting new player data into CMS
- Issuing rules, coupons, reminders and cheat cards to new sign ups
- Understanding and communicating club rules, promotion rules and details, and card issues to guests
- Assisting guests with card issues and inquiries
- Promptly answering phone calls

- Assisting guests with requests in a professional manner
- Performing minor equipment maintenance, such as changing ink cartridges: stocking LaserJet and card printers, and changing printer ribbons
- Selling event and concert tickets, being accountable for counting and balancing the cash drawer, and check bank key in and out
- Assisting in executing promotions, special events, slot tournament, and promotional giveaways
- Ensuring daily departmental paperwork is completed accurately on a day-to-day basis
- Understanding and following all company policies, procedures, and Gaming regulations
- Performing other duties as assigned

Qualifications:

- High school diploma or equivalent required.
- Must be 21 years or older
- Experience in the use of coin and currency counters, and ten-key calculators
- Able to pass a private background check, as well as a pre-employment drug test
- Cash handling experience is preferred, but not required
- Strong attention to detail and ability to maintain accuracy under pressure.
- Excellent customer service, communication and interpersonal skills.
- Willing to accommodate a flexible schedule, including working holidays and weekends as necessary
- Ability to work collaboratively with a team and provide outstanding guest service

Physical Requirements:

- Must be able to stand or sit for extended periods
- Ability to lift and carry up to 50 pounds
- Must be comfortable working in a fast-paced and high-security environment