

APPLY IN PERSON AT:

Human Resources Department
909 Packerland Drive
Green Bay, WI 54303

**OR MAIL TO:**

Human Resources Department
P.O. Box 365
Oneida, WI 54155-0365

APPLY ONLINE AT:

<http://oneida-nsn.gov>

A good mind. A good heart. A strong fire.

Phone: (920) 496-7900

Fax: (920) 496-7490

FIRST POSTING OPEN TO ONEIDA ENROLLED TRIBAL MEMBERS ONLY

POSITION TITLE: Slot Technician
POSITION NUMBER: 82619
DEPARTMENT: Slot
LOCATION: Various
DIVISION: Gaming
RESPONSIBLE TO: Slot Technician Supervisor
SALARY: NE05 \$14.01/Hr (NEGOTIABLE)
(Employees will receive 5% below the negotiated pay rate during their probationary status.)
CLASSIFICATION: Non-Exempt
POSTING DATE: July 18, 2019
CLOSING DATE: July 25, 2019
Transfer Deadline: July 25, 2019
Proposed Start Date: As Soon As Possible

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

The Oneida Nation does not discriminate on the basis of race, color, national origin, sex, religion, age or disability status in employment or the provision of services. However, individuals of Indian ancestry and Veterans will be given preference by law in initial employment or re-employment.

POSITION SUMMARY

Demonstrate superior customer service by addressing questions or concerns in a friendly, professional and courteous manner. Responsible for the overall operation, preventative maintenance, diagnosis and repair of electronic gaming machines and related equipment. Continuation of this position is contingent upon funding allocations.

DUTIES AND RESPONSIBILITIES:

1. Provide and encourage excellent customer service for all internal and external customers at all times as the organization's top priority. This is to include but not limited to addressing customer concerns and employee needs with tact, efficiency, courtesy, respect, objectivity, and maturity.
2. Answer customer questions, perform machine diagnostics, and generate reports to resolve immediate concerns including, but not limited to tilts, tickets, promo, bills, and jackpots.
3. Explain effectively payouts, pay lines, bet options, progressives, bonuses, and game play to assist with customers concerns/ questions.
4. Adhere to all of the following:
 - a. Audit and legal regulation laws and practices
 - b. Tribal Personal Policies and Procedures
 - c. Tribal Standard Operating Procedures
 - d. Area and Program Strategic Plans and Policies
 - e. All gaming and Department Work Standards
5. Adhere and assist to the Machine Logging, Testing and Verification process.
6. Ensure established procedure and processes are utilized at all times to ensure maximum understanding and coordination are in place.
7. Inform supervisors of recommendations/ ideas for improving all areas of this position.
8. Accurately complete, update and/or distribute required documents to the appropriate departments in a timely manner.
9. Work as a team member with other technicians on projects and duties as assigned.
10. Assist other departments in associated job duties as requested.

JOB DESCRIPTION
SLOT TECHNICIAN
Page 2

DUTIES AND RESPONSIBILITIES: (Cont.)

11. Effectively communicate and assist Vendors in the repairs of leased electronic machines, components, signs and equipment.
12. Perform preventative maintenance to include but not limited to cleaning, inspecting and testing various parts on the following:
 - a. All electronic gaming machines and their components
 - b. Signs and Displays
13. Maintain accurate inventory of the assets including but not limited to machine parts, radios, keys department tools, Slot Machine Entry Authorizations Logs, Machine Access Cards for all electronic gaming machines.
14. Order supplies, equipment as needed by identifying, requesting, and returning parts to inventory.
15. Identify, locate and verify machine limits, options and parameters.
16. Repair and/ or replace parts on all electronic gaming machines.
17. Repair, replace, and move broken or damaged chairs on the gaming floor.
18. Complete work orders and machine problems on a daily basis.
19. Keep all work areas organized, clean and free of safety hazards.
20. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
21. The above duties and responsibilities are not an all-inclusive list but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the supervisor.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

1. Continuously sit, stand and/or walk, for an eight (8) to ten (10) hour shift each day.
2. Occasionally bend/stoop, squat, crouch, kneel, crawl, balance, climb heights, reach above shoulder level, push, pull, and carry up to thirty (30) pounds; lift up to fifty (50) pounds; lift up to one-hundred (100) pounds with assistance.
3. Travel may be required for training, meetings, conferences, presentations, and other events.
4. Must work an assigned schedule and mandatory overtime as needed that will include nights, weekends, and holidays.
5. Work environment is **NOT** smoke, noise, or dust-free.
6. A Tuberculosis (TB) Screening and/or TB Skin Test are required within thirty (30) days of employment and annually thereafter as required.

STANDARD QUALIFICATIONS:

1. Knowledge of business English, proper spelling, grammar, punctuation and basic arithmetic.
 - a. Convert gaming credits to dollar amounts and write dollar amounts in numeric and alpha format.
2. Knowledge of department organization, functions, objectives, policies and procedures including gaming operations.
3. Skill in operating various word-processing, spreadsheets, and database software programs in a Windows environment.
4. Ability to utilize a variety of tools in the repair of electronic gaming machines.
5. Ability to work independently and exercise good judgment.
6. Ability to interact, establish, and maintain good working relationships with individuals of varying social and cultural backgrounds.
7. Ability to communicate efficiently and effectively both verbally and in writing.
8. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
9. Must be willing and able to obtain additional education and training.
10. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
11. Must pass a background security check with the Oneida Nation in order to meet the Employment Eligibility Requirements, Tribal/State Compact and/or Oneida Nation Gaming Ordinance as they pertain to the position. A temporary license or Gaming License issued by the Oneida Gaming Commission is required as a condition of employment and continuing employment within the Oneida Nation's Gaming Division.
12. A valid, non-probationary driver's license or occupational driver's license, reliable transportation, and insurance are required. Must obtain a Wisconsin non-probationary driver's license or occupational driver's license within thirty (30) days of employment if applicant has an out-of-state driver's license. Must be authorized as eligible to operate a personal vehicle under the Oneida Nation's Vehicle Driver Certification and Fleet Management Policy prior to actual start date. Must maintain driver's eligibility as a condition of employment.

JOB DESCRIPTION
SLOT TECHNICIAN
Page 3

PREFERRED QUALIFICATIONS:

Applicants please clearly state on the application/resume if you meet these qualifications.

1. One (1) year of technical, electrical or mechanical related experience.
2. One (1) year of slot experience.

MINIMUM QUALIFICATIONS:

Applicants please clearly state how you meet these qualifications on the application/resume.

1. Must be eighteen (18) years or age or older.
2. High School Diploma, GED Diploma, or HSED Certification is required within one (1) year of employment. **(Must be enrolled in a GED Program prior to the end of probationary period and provide documentation to the HRD office for employee personal file.)** Applicants over fifty (50) and older are exempt from this requirement.
3. One (1) year of casino operations and customer service experience; an equivalent combination of education and experience may be considered.

ITEMS TO BE SUBMITTED:

1. **Must provide a copy of Diploma, License, Degree or Certification upon employment.**