



TORTOISE ROCK  
CASINO

Spotlight 29 Casino



**Job Title:** Dual Rate Floor Person/ Relief Pit Manager  
**Department:** Table Games  
**Job Type:** Full-Time  
**Status:** Non-Exempt, non-tipped position

**Summary:**

Is responsible for the supervision and coordination of dealer activities, opening and closing of pit area, and completion of shift paperwork. Accountable for outstanding customer service, consistent compliance of the staff to the SOP of the Table Games department, the required reporting obligations, game protection and game integrity.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Provide outstanding customer service to guests and all other employees by exceeding our mission statement to be the premier entertainment experience in the Coachella Valley and the High Desert.
- Serves as immediate reference to departmental policies and procedures on the floor.
- Assure integrity of games, game protection, and proper rack management.
- Accountable and responsible for the protection of assets of the casino through close communication with surveillance.
- Verify accuracy of the game, make quick and professional arbitration decisions, recognize card combinations, and totals with speed and accuracy.
- Assist in player ratings accurately, consistently, and according to established guidelines.
- Order credits and fills in the respective gaming area.
- Alert Pit Manager or Shift Manager of all security issues, suspicious activities, and irregularities.
- Monitor staff compliance with policies and procedures and internal controls.
- Analyze gaming activities during shift and issues written and verbal instructions to the dealers.
- Examine work efforts and procedures for exactness, neatness, conformance to policies, and positive customer service impact.
- Study and suggest standardization of procedures to improve efficiency of play to shift supervisor.
- Establish and maintain harmony among dealers and resolves grievances within the scope of responsibility.
- Prepare and assist with administrative and accountability reports designed by management and submits them in a timely manner.
- Maintain integrity of all casino promotions as they pertain to Table Games.
- Responsible for training and development of dealers and pit clerks.
- Assure that Table Games area looks neat, clean, organized and inviting.
- Keep Pit Manager or Shift Manager informed of activities and incidents during shift.
- Complete necessary pit opening and closing procedures such as accessing Card Storage, completing tracking forms and end of shift counts.
- Create and alter dealer work rotations based on business needs.
- Perform other duties as assigned and within the responsibilities of the Table Games department.

**SUPERVISORY RESPONSIBILITIES:**

Develops and maintains a positive work environment by implementing the organization's vision, policies, procedures, internal controls, and applicable laws with leadership. Motivates the staff as a team and with consideration of individual talents through ongoing positive and corrective actions. Communicates information, and concerns through the chain of command. Establishes and maintains game integrity and achieves optimum game protection through observation, employee direction, and the sharing of gaming knowledge and skills. Maintains inventory controls and proper internal audit procedures within the scope of responsibility.

**EDUCATION AND EXPERIENCE:**

- Must be 21 years of age or older.
- High school diploma or GED.
- Experience as a dealer, floor person, or floor person trainee.
- Must have overall knowledge of the gaming industry and tracking system concepts.
- Advanced skill levels on and knowledge of electronic tracking systems preferred.

**CERTIFICATION, LICENSES AND ANY ADDITIONAL REQUIREMENTS:**

- Must pass pre-employment and periodic random drug screens
- Must be able to pass background suitability investigation
- Must obtain a Tribal Gaming License
- Must provide proof of eligibility to work in the United States within 72 hours of employment

**WORK ENVIRONMENT:**

- The Casino is open 24 hours per day, seven (7) days per week; therefore, you must be flexible to work any and all shifts.
- The Casino is a gaming facility.
- The Casino is not a smoke-free environment.
- While performing the duties of this job, the employee is regularly exposed to fumes or airborne particles and toxic or caustic chemicals (second hand smoke). The noise level in the work environment is usually loud.