

FOXWOODS CASINO PHILADELPHIA

JOB DESCRIPTIONS

Accounts Payable Clerk

The Accounts Payable Clerk assembles and reviews vendor invoices, purchase orders, receiving documents and other information. Inputs payables to system. Promotes positive public/employee relations at all times.

High School diploma or equivalent (GED) with Accounts Payable experience or a combination of education and experience preferred.

Accounts Receivable Clerk

The Accounts Receivable Clerk properly records all receivables and payments and ensures top quality customer service. Prepares support documents for receivables. Prepares and balances receivables against source documents/schedules. Communicates exceptions to the Supervisor. Prepares/mailed corporate invoices within one week of a customer's departure and/or prepares/mailed monthly billing summaries by the 10th of the following month. Address/research billing questions for customers and members of other departments. Process approved adjustments as required in the Property Management System and in the Casino Management System. Review bus groups to initiate refunds and invoices as appropriate. Opens, stamps, and sorts mail. Monitors mail for receipt of group folders and other information listed on forecast schedules.

High School diploma or equivalent (GED) required, as well as good typing and organizational skills and customer service skills. Previous Accounts Receivable experience is preferred or an equivalent combination of experience and/or education. Must be well organized and detail oriented to effectively conduct numerous projects simultaneously. Must possess effective communication and interpersonal skills required to interface with customers and members of other departments. Must possess good computer skills, including knowledge of spreadsheet software and basic mathematical ability. Knowledge of Megasys Property Management System and Casino Management System would be advantageous since both of these systems will be used continuously throughout the day. The employee must occasionally lift and/or move up to 50 pounds.

Barporter

The Barporter maintains adequate levels of bar supplies and equipment as required and a high standard of cleanliness to bar areas to ensure high caliber service to Foxwoods customers. Maintains bar area relative to supplies, equipment, and the removal of empty or soiled articles. Ensures that ample supplies of glassware, napkins, straws, ice and garnishes are available during service periods. Completes all established bar setup duties in a timely manner. Performs work assignments directed by bartender or beverage management. Knowledge of and adherence to sanitation practices and procedures to ensure that bars and related equipment remain clean, sanitary and odor-free at all times. Knowledgeable of and adherence to food and beverage department regulations and procedures.

High School diploma or equivalent (GED) is required. T.I.P.S. certification and Sanitation certification is preferred. Must be reliable, dependable, and well-organized with good personal hygiene habits. Frequent lifting/carrying of weights over 100 lbs., reaching, stooping, squatting and bending. Pushes, pulls, stocks and unloads carts and liquor cabinets.

Bartender

The Bartender completes all set-up duties on time. Maintains a high standard of cleanliness to bar areas, as well as serving guests and servers according to established policies. Prepares all drinks in accordance with established recipes. Responsible to the supervisor of the outlet in which he/she is assigned. Performs any reasonable requests made by Beverage Management. Serves guests and servers according to established policy. Responsible for checks issued to him/her and acts as a cashier in front and service bars, except on casino floor. Responsible for the receipt of monies and settlement of guest checks in accordance with all appropriate policies.

High School diploma or equivalent (GED) is required, as well as certificate in Mixology. Minimum of two (2) years high volume bartending. T.I.P.S. certification and Sanitation certification is preferred. The employee must frequently lift and/or move up to 50 pounds.

Beverage Server

The Beverage Server completes all set-up duties on time. Adheres to hotel and food and beverage policies and state liquor laws. Takes customer orders, serves drinks, and collects monies in a courteous and efficient manner. Keeps station clean at all times. Adheres to all beverage control procedures. Responsible to the supervisor in the outlet in which he/she is assigned. Responsible for the receipt of monies and settlement of guest checks.

High School diploma or equivalent (GED) or certificate in Mixology preferred, with a minimum of one (1) to two (2) years in high volume service. Must be 21 years of age.

Bus Marketing Associate

The Bus Marketing Associate practices quality guest services to a large volume of guests, both in person and by telephone. The Associate provides a welcome reception for guests who arrive by bus, informing them of schedules, departure information, and attractions to ensure a pleasant experience for our guests.

Registers group leaders. Investigates and resolves discrepancies. Prepares transportation arrangements for guests, assists guests who have missed their bus, and controls departure buses. Continuously monitors bus activity at the bus gates, ensuring that departing buses are leaving according to schedule. Announces information over the bus lobby PA system for departing, arriving, and canceled buses. Ensures package conveyers are delivered to the appropriate bus companies, signed by the drivers and returned to appropriate Foxwoods personnel. Maintains the cleanliness and security of the bus area, ensuring that closing and security procedures are followed and appropriate signs to arriving guests are posted.

High School diploma or equivalent (GED) required, as well as prior high-volume guest service experience or an equivalent combination of education and experience. Knowledge of computer applications, including Microsoft Word, Access and Outlook.

Cage/Slot Booth Cashier

The Cage/Slot Booth Cashier is responsible for controlling and accounting of transactions for the cage windows, slot booth, coin redemption windows or jackpot/hopper window, main bank and check bank to exchange currency and coupons for coins and redeems coin for currency. Quickly and efficiently calculates amounts due.

Enters patron transactions into the company computer system accurately. Prepares paperwork, balance sheets and documents in accordance with our Standards and Procedures (S&Ps), and within the guidelines of our Internal Controls. Signs all documents legibly and in accordance with S&Ps and Internal Controls. Transfers cash and checks between cages and/or departments in an accurate and efficient manner. Participates in the daily reconciliation in cage. Prepares CTR and SARC forms for all reportable transactions. Accurately processes documents and records relative to hopper fills and jackpot payouts to either refill slot machine with coin or pay winning customer. Accurately accounts for all funds issued to employees at the end of their shifts. Ability to add and subtract two-digit numbers and to multiply and divide with 10s and 100s. Ability to perform these operations using units of American currency.

High School diploma or equivalent (GED) preferred. Three (3) to six (6) months of cash handling experience required. Must possess good interpersonal skills. Basic mathematical aptitude with the ability to quickly compute simple addition and subtraction facts. Must be detail-oriented, capable of extensive standing, reaching, bending, and squatting. Must be capable of becoming proficient with computer systems, both company and vendor provided. Environment is a casino dealing with the general public in a fast-paced atmosphere with a moderate amount of noise.

Communications Operator

The Communications Operator receives and routes telephone calls in a professional manner. Provides quality customer service to all incoming telephone calls. Operates a cordless switchboard to relay incoming, outgoing, and interoffice calls. Records, maintains, and logs guest messages as appropriate. Places wake-up calls to guests and beeps employees. Makes announcements and pages customers with the use of the public address system. Assists in training new staff members. Uses discretion and maintains confidentiality when handling sensitive material.

High School diploma or equivalent (GED) required. Six (6) months of prior commercial switchboard experience is preferred. Must possess strong interpersonal skills to ensure effective telephone communications. Position requires extended periods of confined sitting, telephone communications, computer and PBX telephone keyboarding 95% of the time.

Cook

The Cook assists with the preparation of foods in assigned kitchen outlet. Assists the Specialty Cook II and the Master Cook in performing a multitude of duties. Assures that all food preparation and service areas are in accordance with the local, state and Federal health department codes.

High School diploma or equivalent (GED). Preferred is either: A culinary apprenticeship, an A.O.S. degree from a culinary institution or an equivalent with some industry experience.

Host/Hostess

The Host/Hostess serves, welcomes, and greets guests at restaurant, obtains information and ushers customers to seats. Greets and seats guests according to station charts and rotation guidelines; marks comp coupons with seating time and table number. Receives complimentary reservations, answers in-person and telephone inquiries and reports any compliments, complaints, or problems to the manager on duty. Maintains record on established turn sheets. Completes all established duties in a timely, professional fashion. Demonstrates and presents a personable, friendly, courteous, polite customer service attitude and a well-groomed appearance. Knows and adheres to food and beverage policies and procedures.

High school diploma or equivalent (GED) with a minimum of six (6) months experience in high volume food service or customer service preferred. Employee must be able to read, write, speak and understand English.

Income Audit Clerk

The Income Audit Clerk verifies the accuracy of figures, calculations, and posting pertaining to business transactions.

Conducts financial audits as assigned; documents and reports findings. Assists in the preparation of the operating report based on figures obtained from within assigned revenue centers and other accounting areas. Interacts daily and assists with regulatory agencies, auditors and operating departments' management as assigned. Prepares documents for off-site storage. Acts with discretion and confidentiality in handling sensitive material; required to sign and adhere to a confidentiality agreement.

High School diploma or equivalent (GED) is required. Entry-level position with minimum education requirements. Must be detail-oriented with well-developed mathematical skills. Ability to read and interpret financial documents, demonstrate problem-solving ability and working knowledge of Microsoft Excel.

Interior Attendant

The Interior Attendant maintains clean and attractive public and employee areas within the facility. Cleans, sweeps, mops, dusts, vacuums; polishes walls, floors and fixtures within facility. Operates floor cleaning power equipment while shampooing rugs, stripping or refinishing floors with non-toxic chemicals. Picks up and disposes of trash and refuse. Sets up, moves, and/or installs furniture and pipe-n-drapes. Provides quality customer service to patrons/guests and occasionally performs work with minimal supervision. Assists other departmental personnel and performs special projects as assigned. Additional training is required and provided.

High School diploma or equivalent (GED) preferred, with previous public area cleaning experience or related experience. Position requires standing and walking 100% of the time. Bending, lifting and carrying of up to 50 pounds required for moving furniture and removing refuse. Frequent reaching, stooping, squatting, pushing/pulling carts and/or equipment.

Kitchen Utility

The Kitchen Utility Person cleans kitchen work areas, restaurant equipment, and utensils. Washes, scrubs, or polishes utensils such as pots, pans, trays, silverware and plates. Sweeps and mops kitchen floors. Removes garbage, separates and places in designated containers. Performs all other related and compatible duties as assigned.

This is an entry-level position. Related experience preferred but not required. Ability to comprehend basic instructions either written or verbal. Position requires prolonged period of standing, walking and occasional kneeling or crawling and ability to do moderate lifting of not usually more than 50 lbs. regularly. Position is in a kitchen that is hectic, hot, loud, sometimes crowded and noisy.

Locksmith

The Locksmith installs, repairs, rebuilds, and services mechanical, electrical or computerized locking devices. Must possess basic mechanical aptitude; be bondable, well-organized, and attentive to detail.

Disassembles locks and repairs or replaces worn tumblers, springs, and other parts. Performs required and preventive maintenance on card "swipe" locks. Cuts new or duplicate keys and key cards; generates master for key cards. Inserts new or repaired tumblers into lock to change combination. Moves lockpick in cylinder to open door locks without keys; opens safe locks by drilling.

High School diploma or technical certificate required, as well as a minimum of three (3) to five (5) years of related experience or an equivalent combination of education and/or experience.

Payroll Clerk

The Payroll Clerk compiles payroll data to maintain payroll records. Compiles payroll data such as hours worked, sales, Toke/tip rate, taxes and insurance to be withheld from time sheets and other records. Prepares computer input forms, enters data into computer files or computes wages and deductions and posts to payroll records. Reviews wages computed and corrects errors to ensure accuracy of payroll. Records changes affecting net wages such as exemptions, insurance coverage and loan payments for each employee. Records data concerning employee transfers, holidays, vacation, sick and personal days/hours. Posts payroll expenses to be debited or credited to individual department accounts. Assists in the preparation of tax and management reports. Prepares and may distribute paychecks.

High school diploma or equivalent (GED) plus payroll experience, and 10-key adding machine skill or an equivalent combination of experience and/or education. Must possess ability to add, subtract, multiply and divide by fractions, whole numbers and decimals, calculate interest, commission and percentages as they apply to job functions. Ability to comprehend written or verbal basic instructions. Must possess excellent organizational skills to ensure accurate record maintenance. Ability to use basic computer software applications, such as spreadsheets and word processing, as well as become proficient with department-specific computer programs.

Security Officer

The Security Officer monitors assigned area and courteously assists patrons/guests and employees by performing the following duties: transfers monies, coin, and documents to designated areas; responds to incidents, accidents, and calls for assistance; maintains order and observes for unusual or illegal activity. Reports persons engaged in suspicious or criminal acts.

Patrols or stands a post in public and secured areas to ensure proper identification for admittance. Transfers monies, coin, and documents to designated areas. Maintains order and observes for unusual or illegal activity. Reports persons engaged in suspicious or criminal acts. Assists guests with information and directions, always promoting a positive public image. Completes incident reports as required. Required to successfully complete company provided training program. Performs all other related and compatible duties as assigned.

High School diploma or equivalent (GED) as well as one (1) to three (3) months related experience and/or training; or equivalent combination of education and experience. The employee is frequently required to lift up to 50 pounds in two-hour increments (Coin transport). Must bend and lift cash, storage boxes from gaming tables to cart (up to 50 lbs.). Must be able to deal with large numbers of guests and remain professional under stressful situations. Ability to remain calm under pressure. While performing the duties of this job, the employee is regularly exposed to the casino gaming area or concourse (public areas). The employee is frequently exposed to outside weather conditions. The noise level in the work environment is usually loud. The Casino is a smoke-filled environment.

Slot Attendant

The Slot Attendant circulates throughout assigned area, observing players and functioning of machines. Assists in making jackpot payoffs, carries, lifts, and/or pushes coin/token carts and/or bags to perform hopper fills (refills) and minor machine repairs. Reports emergencies such as intoxicated, obnoxious or cheating persons immediately to the Supervisor. Records into log any slot machines that are not working and affixes an "out of order" card to said machines.

High School diploma or equivalent (GED) required. This is an entry-level position. While performing the duties of this job, the employee is occasionally required to sit; use hands and fingers to handle or feel; reach with hands and arms; talk and hear. Must be able to lift, carry, pull and push coin/token carts and/or bags weighing up to 30 pounds. Required to frequently perform the following activities: balancing, stooping, kneeling, and crouching to be able to service a slot machine or fill the storage compartment with a coin/token bag. The employee frequently is required to stand and walk. Specific vision abilities required by this job include close, distance, color, and peripheral vision, and depth perception.

Slot Technician

The Slot Technician applies electrical theory and related knowledge to test repair and maintain the slot machines and related gaming equipment. Performs all repairs and service requirements necessary for slot machines and related gaming equipment including installation, relocating, reactivation, and preventative maintenance. Diagnoses causes of malfunctions and failures and takes appropriate action. Rebuilds, overhauls, converts, adjusts, calibrates, aligns and modifies any slot machine and related gaming equipment. To obtain a working knowledge of various electronic and electro-mechanical equipment.

High School diploma or equivalent (GED) with one (1) year of electronic repair experience in a casino or related industry or equivalent. Must pass a written exam specifically related to the position. Position requires reaching, stooping, crouching, and the ability to lift and carry weights up to 100 pounds. Casino/Concourse environment; crowded, noisy, and often smoke filled.

Ticketing/Admissions Cashier

The Ticketing/Admissions Cashier provides quality guest service through the sale of tickets and reservations. Assists guests with the purchase of admission passes. Obtains required approval and acceptance of various forms of payment (credit card, casino chips, debit cards, etc.). Reconciles cash and ticket media according to prescribed cash handling guidelines. Assists guests with lost tickets and passes. Reissues and/or refunds according to established policies. Performs daily inspections for safety, quality and cleanliness at opening and closing, reporting deficiencies. Provides guests with general information to ensure a pleasant visit at Foxwoods.

High School diploma or equivalent (GED) required, as well as one (1) to two (2) years of previous cashiering and/or ticketing experience preferred. Required to become proficient in department-specific computer programs.