



Posting Date: 11/2/16  
Job posted until: Filled

**Job Posting:** Player Services Manager (Cage Manager)  
**Reports to:** CFO/Vice President

ilani  
Ridgefield, WA

**Pledge for Success:**

We are dedicated in hiring outstanding individuals who share in our commitment and passion in serving our guests. Ambition, dedication, attention to detail, and a warm smile are all winning characteristics that lead to the spirit of who we are.

**Position Summary:**

This position is responsible for the oversight of the Cashiering and Players Services department. Responsibilities include safeguarding of company assets involving large amounts of cash and cash value items, ensuring the security of cash kiosks, key controls, and secured areas within the Cage. The position is also responsible for interviewing, hiring, training, and coaching of all Players Services Cage employees. Accuracy of data, adherence to regulatory requirements, internal controls are a must. Responsible for maintaining customer satisfaction at a high level in accordance with Core Values.

**Primary Duties and Responsibilities:**

- Maintain high team member morale by establishing a climate based upon trust, respect and teamwork.
- Defines, maintains and perpetuates a positive organizational culture according to the principles and values of ilani.
- Provides strong leadership to the property by executing programs for team members which foster positive attitudes toward company goals
- Handles customer service and employee related problems with composure and professionalism.
- Supervises, trains, coaches and evaluates all subordinate positions either directly or through shift managers and supervisors
- Enforces regulatory and accounting controls to safeguard company assets.
- Ensures Title 31 procedures are followed by all departmental employees.
- Monitors business demands and department volumes to ensure staffing is at optimum levels to ensure customer service while adhering to control procedures.
- Responsible for reviewing departmental expenses and ability to understand and react to variances to budget and prior year.
- Works with the Marketing departments to execute promotions in line with Marketing strategy.
- Ensures Players Services Cashiers and Supervisors are properly trained for each promotion and promotional offer to answer questions knowledgeably and apply offers correctly.
- Works with Marketing and Gaming departments to supply staff as needed for promotions, events, tournaments.
- Ensures that procedures in place and adhered to for proper accounting of all Cage cash, chips, vouchers and other items of value for all shifts.
- Ensures that procedures are in place for proper maintenance of ATM's, cash kiosks, jackpot kiosks and other cash dispensing systems which the Players Services Cage is responsible for.
- Causes cash kiosks to be properly filled, dropped, and balanced on a routine basis.
- Responsible for daily cash buy from Count Room and proper preparation of daily deposits.
- Keeps procedures in place to monitor denominations of all coin, currency, and chips to be able to react and have enough of each denomination on hand.
- Prepares jackpots and tax withholding paperwork for Slot Operations and Table Games.
- Assists Marketing with paperwork for promotional winnings and awards.
- Ensures all departmental employees attend required Compliance training including Title 31.
- Establishes department policies and procedures in accordance with corporate policies and regulatory guidelines.

- Must maintain the strictest confidence of any and all confidential information both Customer and Company data.
- Evaluates all areas of responsibility for continuous improvement opportunities and develops plans to implement process improvements
- Responsible for the day-to-day operations of all assigned areas

**Qualifications:**

- Experience in a gaming and hospitality environment required with a focus on superior guest service
- Minimum of five (5) years of experience as a Cage Manager in a high volume, casino and entertainment operation
- Experience managing a large team with a comparably sized property for a 24/7 department
- Demonstrated knowledge of Title 31 regulations
- Demonstrated knowledge of Cage operations
- Excellent written and verbal communication skills
- Excellent organizational and multi-tasking skills
- Proficient in Word, Excel and Outlook