



## **Casino Services Cashier II:**

Requires NJ Casino License. Consistently demonstrates superior customer service skills by displaying outlined service behaviors. Maintains an upbeat and positive attitude, creates positive energy with gestures and sustains enthusiasm from one interaction to the next. Creates an atmosphere of luck and celebrates guest's wins. Is ready to serve and is informed of daily information; builds relationships by greeting guests with a warm, friendly verbal greeting. Anticipates needs and provides fast, flawless service. Checks for satisfaction and effectively resolves service breakdowns when they exist. Promotes Caesars Rewards programs and card membership. Provides a warm farewell and thanks guests for visiting.

Responsible for the operation of assigned window, which includes, but is not limited to; currency exchanges, jackpot payouts, redemption of chips, gaming vouchers, coupons and comps. Verifies assigned funds at the beginning and end of each shift. Ensures accountability of all transactions through verification and documentation of exchanges. Issues and redeems counter checks. Operates bank, if assigned according to procedures. These banks include Main, Chip and Check. Performs cash advance and check cashing transactions. Performs customer deposit transactions. Performs the function of a Pit Clerk and/or Line Facilitator as assigned. Responsible for adhering to all Anti-Money Laundering procedures. Promotes positive interaction with Caesars guests and employees at all times. Provides a fun-filled, entertaining environment for our guests through flawless delivery and execution of service. Participates in the supervision, operation and/or support of Caesars multi-casino Bad Beat system.

### **EDUCATION/SKILLS/EXPERIENCE:**

High school diploma or equivalent required. Ability to read and write English. Prior cash handling experience preferred. Must be able to demonstrate proficiency in basic computer skills

