

WILDHORSE RESORT CASINO

JOB DESCRIPTION

JOB TITLE: KENO WRITER/RUNNER
DIVISION: Casino
DEPARTMENT: Keno
SUPERVISOR'S TITLE: Keno Lead
SALARY: \$10.50- \$14.00 Hourly

JOB SUMMARY:

Writes Keno tickets. Rotates through different stations of the Keno game area to perform various responsibilities. Checks tickets, computes and pays winning tickets. Also serves as a runner for Keno ticket played throughout the gaming and restaurant areas.

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- 1. Ensure customer satisfaction and casino play through prompt, efficient and friendly service.
- 2. Promptly accepts tickets presented by customers and writes Keno tickets.
- 3. Provides customer assistance on Keno play, utilizing the playing guide instructions.
- 4. Works in different stations of the game area, such as calling the game, punching draw cards, recording numbers called or serving as a runner for tickets played outside the keno area.
- 5. Re/checks tickets upon request, computes and pays correct amount of winning ticket(s).
- 6. Follows a procedure sequence, as set forth by the department manager, to properly coordinate the game: copies the tickets, time stamps the tickets and returns copy to the customer.
- 7. Performs functions within established time frames to ensure game tickets are issued within game time frames.
- 8. As a runner, picks up ticket and collects money from customers outside Keno area, return copies of the play tickets to the customer and any winnings payable after the game.
- 9. Maintains and fills all Keno supply stations, ticket holders, crayons and play guides.
- 10. Remains knowledgeable on Keno/Casino activities/events to pass on accurate information to customers.
- 11. Gets authorization for payoffs over a specified amount from the Supervisor.
- 12. Responds to customer inquiries and complaints as effectively as possible, and directs any difficult situations to the Supervisor.
- 13. Comply with Internal Control, regulatory laws, employee handbook, department policy and procedures, safety codes, etc.
- 14. Promotes a clean, safe, and healthy work environment for employees and guest. Promptly reports any concerns to Supervisor.
- 15. Promote internal guest service standards through courteous and respectful behavior.
- 16. Ensure that operation of equipment, tools and materials are handled in a safe manner.
- 17. Other related duties as assigned.

SIGNATORY ABILITY:

- 1. Imprest Bank
- 2. Bank Drawer Key

ACCESS TO SENSITIVE AREAS:

- 1. Keno area, employee count room

MINIMUM QUALIFICATIONS:

- 1. Minimum 6 months of cash handling experience or customer service background.
- 2. High School diploma or GED
- 3. Physically fit - able to stand and/or walk for long periods of time in a smoke filled, noisy environment; able to perform repetitive motions with wrists, hands and fingers; able to move quickly throughout casino to comply with game time standards.
- 4. Effective communication skills - verbally able to provide instruction, respond to questions, and have exceptional interpersonal skills and abilities.
- 5. Demonstrate basic math computation skills - adding, subtraction, and cash handling skills.
- 6. Exhibits a professional demeanor through appearance and by maintaining a positive attitude toward all employees and guests.
- 7. Requires a High Security Gaming License clearance and at least 21 years of age.

PREFERRED QUALIFICATIONS:

- 1. Keno experience or training
- 2. Ability to use 10 key