

Slot Technician



GREAT PEOPLE

PROVIDE REMARKABLE SERVICE

- WHAT WE DO, WE DO WELL
- COMMITMENT IS EVERYTHING
- PAY ATTENTION TO DETAIL
- LISTEN & CONTINUE TO LEARN

EARN TRUST & LOYALTY

- OWN IT, TAKE ACTION, FIND THE FIX
- DO THE RIGHT THING
- SHOW RESPECT AND CONSIDERATION
- WE ARE RESPONSIVE

WORK AS ONE TEAM

- EVERYONE'S JOB MATTERS
- WORK SMART, WORK EFFICIENTLY
- CELEBRATE ACHIEVEMENT
- SUPPORT AND HELP EACH OTHER

IMPROVE OUR COMMUNITIES

- PAY IT FORWARD
- GET INVOLVED
- MAKE A DIFFERENCE



our values

At Niagara Casinos, our values guide everything that we do. We work together as one team to provide remarkable service, earn trust and loyalty by doing the right thing and improve our communities by making a difference.

Overview of the Job

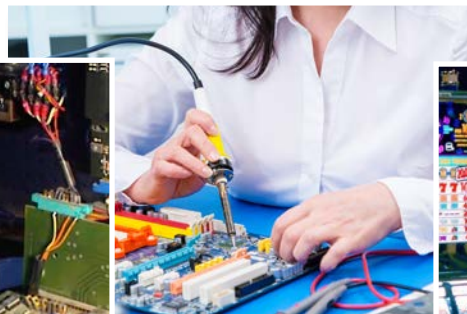
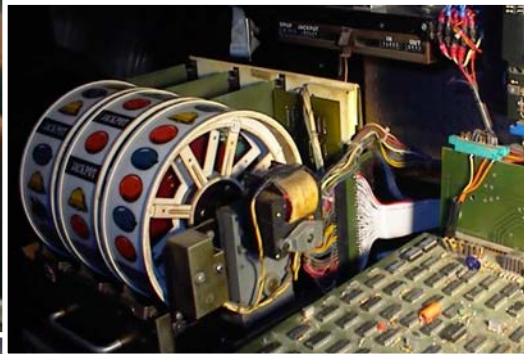
What's involved in a Slot Technician's job?

Slot technicians are responsible for the overall technical maintenance of slot machines on and off the gaming floor. Before slot machines are placed on the gaming floor they are prepared for play by a slot technician who is responsible for ensuring that the machine passes all of the inspections required by the Alcohol Gaming Commission of Ontario (AGCO). Slot technicians have keys and access cards which allow them to enter sensitive areas within the slot machine or related equipment. You will work daily with specialized tools and heavily regulated equipment and software. Slot technicians must adhere to very detailed policies on the use and control of these keys, cards, tools and equipment. Every entry and action performed while accessing the slot machines must be logged for future audit and tracking purposes.

Some slot technicians work on the gaming floor in assigned sections, assisting patrons or responding to radio calls from other slot associates. You are responsible for visually inspecting machines and completing minor repairs logged in the database. In addition, they are to keep their sections clean and tidy. Other slot technicians work on projects such as installing, moving or removing slot machines from the gaming floor, conversions (e.g. changing themes or denominations), upgrading the hardware and software, and preparing machines for installation. All work completed on projects or machine repairs must be tracked for future audit purposes. Project slot technicians work with the electronic branch of the AGCO who inspect machines prior to approving the games for patron play.

All slot technicians attend pre-shifts, where in addition to assignment, section, keys and cards, your assistant shift manager will update you on current promotions, departmental announcements and any other information that you will need during your shift.

This position is highly regulated by the compliance and electronic branches of the AGCO requiring someone who pays attention to detail, has strong technical troubleshooting abilities and is careful and accurate with documentation. This position requires a gaming license as prescribed by the AGCO. For further details on this process please visit their website at www.agco.on.ca.



The Slot Department

The slot department is a small department comprised of two equally important teams; slot operations and slot technical. Both teams work together to provide an enjoyable gaming experience for the customers. The slot department led by a director, consists of a slot operations manager, a slot technical manager, a slot technical project manager, a slot compliance administrator, shift managers, assistant shift managers, slot attendants, lead slot attendants and slot technicians.

The Slot Technical Team

The slot technical team consists of a director, a manager, a project manager, a slot compliance administrator, shift managers, assistant shift managers, slot parts technicians and slot technicians. Slot technicians report to the assistant shift managers.

According to our slot technicians, the amount of supervision you can expect is...

"Minimal, however our assistant shift managers or shift managers are available by radio if you need them."

Your assistant shift manager will conduct periodic spot checks of your assigned section or project work to ensure that you are completing your job in conjunction with our service standards and also to ensure help is available if you require assistance.

Locations and Shift Length

What type of training will I receive as a new new Slot Technician?

The slot gaming areas at both properties are large and cover most of the gaming floor. At each property the slot areas are divided into sections, the size and location of each section varies by property. Slot technicians are scheduled primarily at one property and sections are rotated on a daily basis to ensure that they are evenly distributed.

Operations slot technicians are scheduled for 8-hour shifts that include 2-30 minute breaks. Slot technicians in the operations department have 3 different start/end times; 7:30 am to 4 pm; 3:30 pm to 12 am and 11:30 pm to 8 am. The 30 minute overlap ensures adequate coverage during shift change. Full time technicians have a set shift and days off, part time and contract technicians are scheduled to fill gaps in the schedule or assist with projects as needed. Project Slot Technicians are scheduled 7:30 am to 4 pm and 3:30 pm to 12 am including 2-30 minute breaks from Monday to Friday.

Niagara Casinos operate 24 hours a day, year-round and it is important to remember that Public holidays such as Thanksgiving, Christmas and New Year's Day are occasions when people typically spend time with their families, however, our business operates on these days and you will be required to work. The requirement to work holidays, weekends or midnights with less desirable days off will happen for many years. These are facts that you should consider prior to applying for the position.

• New Hire Orientation:

A comprehensive day of guided training that familiarizes you with Niagara Casinos' policies and procedures, health and safety, regulatory compliance and customer service expectations.

• Department Orientation:

This training takes place within a few days after New Hire Orientation. Training is between 2-4 hours long which covers specific information regarding the department's policies, procedures, standards, job expectations and includes a property tour. You will also receive slot compliance training which is 4 hours long and details the specific regulations you must adhere to working in this position.

• Job Shadowing:

This on-the-job training ensures that you are able to fulfill the requirements of the role. You will work alongside another slot technician and "job shadow" him/her in the role. This type of training provides you with a complete picture of your department's daily activities during all three shifts. You will job shadow each shift (days, swing and midnights) in order to gain a good idea of what happens at different times throughout the day.

• Final Assessment:

Your performance will be assessed. If you are unsuccessful, a member of the supervisory team will identify your specific areas for improvement. You will be provided with assistance to help you achieve the expected performance levels and behaviours. If you successfully pass the assessment you will be assigned scheduled shifts. It is important to ask for help if required during your training period and ask questions if you require clarification.

Quotes From Our Slot Technicians

The following quotes are intended to provide you with insight and information regarding the job, the working environment and the positive and negative aspects of the role. We believe in providing clear and transparent information about our jobs to help candidates understand what the role entails. It is essential that you have a full understanding of the role prior to deciding whether to apply.

What Can I Expect on a Daily Basis?

"To work in small confined spaces, on the gaming floor with patrons interrupting to ask questions or directions"

"Interacting with other departments"

"Working on a tight deadline"

"Carry on conversations with customers, meet and greet customers"

"Respond to radio calls for machine malfunctions"

"Assist slot attendants to explain pay tables"

The APPEALING Aspects of the Job

"Taking care of repairs for patrons and making sure their needs are met"

"Working in a great department with a great group of people, and a variety of tasks"

"Troubleshooting the games, it is satisfying to figure out what is wrong and fix it"

"Having the ability to interact with a wide variety of customers from all over the world"

"It is a clean and climate controlled environment to work in; good hours, wages, and benefits"

The UNAPPEALING Aspects of the Job

"Shift work and days off"

"Being interrupted while trying to fix a machine"

"Working with heights"

"Conducting audits, it is a repetitive job"

"Doing too many things at once with tight deadlines"

Do You have what it takes to be a Slot Technician?

Do I...

- Provide remarkable service?
- Earn trust and loyalty?
- Work as one team?
- Improve our community?

Can I...

- Work in an environment with no natural light?
- Work in a highly regulated environment and adhere to rules and regulations?
- Complete repetitive tasks of similar nature on a daily basis?
- Operate hand and power tools?
- Work independently as well as in a team environment?
- Push/pull up to 200 lbs.?
- Work in small confined spaces?
- Follow instructions and rules without taking short cuts?
- Work basic computer programs?
- Stand for most of my shift?

Will I...

- Be able to smile, be friendly and provide excellent service at all times?
- Be patient with customers and realize that they are losing money?
- Work weekends, all shifts, midnight shifts and holidays for many years?
- Pay attention to detail and maintain accurate documentation?
- Tactfully handle situations with patrons, who may have language barriers?
- Take initiative to get the job done with minimal supervision?
- Be able to multi task e.g. serve customers while working on a machine?

Am I...

- Outgoing with a pleasant personality, willing to stop what I am doing to answer questions or give directions?
- Able to handle constant noise for my entire shift?
- A positive person who can handle pressure and a hectic, demanding pace?
- Able to make good sound decisions on the spot?
- Responsible, willing to take accountability for tasks and duties?
- Technically adept, a logical thinker who can work with electronics and problem solve?

