



Bullwhackers Job Description

DATE: June 1994

JOB TITLE: Black Jack Dealer

DIVISION: Casino Operations

JOB CODE: 607050

DEPARTMENT: Table Games

FLSA: Non-exempt

GRADE: NO

LOCATION: BH and CC

POSITION REPORTS TO: Black Jack Floor Supervisor

SUMMARY: To perform dealing services for Black Jack in accordance with established policies and procedures, the State of Colorado Limited Gaming Act and other applicable municipal, state and federal laws or regulations. To consistently and diplomatically maintain good public relations with casino GUESTS and CAST MEMBERS. To maintain and comply with safety and security standards.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

1. Within the realm of the responsibility of the job, maintains a clean and safe work environment. Performs duties in compliance with safety procedures, which includes use of safety equipment. Incumbents are responsible for following safety procedures, identifying unsafe practices or conditions and informing their supervisor or the Safety Committee of unsafe conditions, as directed.
2. Performs dealing services for Black Jack in accordance with established policies and procedures, the State of Colorado Limited Gaming Act and other applicable municipal, state and federal laws or regulations.
3. Provides prompt, courteous and accurate dealing at an assigned black jack table.
4. Exchanges customer's currency for gaming tokens and deposits each in table drop box.
5. Assists customers in playing and ensures adherence to established rules, policies and procedures.
6. Maintains effective working relationships and good customer service skills with all GUESTS and CAST MEMBERS. Provides personal attention and assistance to customers: verifies customer winnings; explains parking procedures; and explains gaming rules and regulations, as necessary. Acts to keep customers satisfied and motivated to return whether they win or lose.
7. Follows established security protocols to ensure that casino work environments are safe. Reports violations to casino security policies and procedures, as directed.
8. Performs duties in compliance with the Colorado Limited Gaming Act.
9. Maintains an alertness for the performance of all responsibilities, and a general awareness of casino operations at all times. Keeps supervisor informed of any concerns.
10. Performs other duties, including special projects, as needed and directed.

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DATE CREATED/REVISED: June 1994

QUALIFICATION REQUIREMENTS:

Demonstrated knowledge of casino operations, and gaming rules and regulations. Demonstrated experience receiving, securing, handling, counting and reconciling, and distributing large sums of money. Demonstrated working knowledge of the game of Black Jack, and dexterity with Black Jack playing cards. Demonstrated effective and diplomatic customer service and communication skills, which includes contacts with CAST MEMBERS and GUESTS.

EDUCATION AND/OR EXPERIENCE:

Graduation from High School. Graduation from Black Jack school or equivalent is desired. One (1) or more years of recent and related Black Jack gaming experience.

LANGUAGE SKILLS: Demonstrated effective and diplomatic oral and written communication skills using English.

REASONING ABILITY: No decision making is required beyond scope of essential duties.

CERTIFICATES, LICENSES, REGISTRATIONS: Must have a valid and current State of Colorado Gaming License. Must be at least twenty-one (21) years of age.

OTHER SKILLS/ABILITIES: No additional skills are required.

PHYSICAL DEMANDS: Essential duties involve performing physical exertion: dexterity with poker cards, brisk walking, climbing stairs, stooping, bending, stretching, reaching, pushing and standing for an entire work shift with standard breaks. Essential duties require lifting up to 30 pounds; working any day of the week and any shift of the day.

WORK ENVIRONMENT: Essential duties involve working with large numbers of people in an inside environment, which may be subject to frequently loud or high noise levels. Some inside casino locations are heavily filled with cigarette smoke.

MATERIALS AND EQUIPMENT DIRECTLY USED: Various gaming related equipment including money trays and Black Jack playing cards. General office equipment is may also used, including typewriters, computers, fax machines, photocopiers, staplers and tape.

Prepared by: _____ Date: _____