



LUCKY STREET GAMING LLC

JOB DESCRIPTION

JOB TITLE: Terminal Handler

FLSA STATUS: Non-Exempt

DEPARTMENT: Operations

DATE: July 13, 2018

POSITION SUMMARY:

The Terminal Handler is responsible for monitoring the performance of video gaming devices, activity, and ensuring all video gaming terminals are operable and in good repair. The Terminal Handler is also responsible for maintenance, troubleshooting and servicing of all video gaming terminals and related electronic gaming devices in the licensed gaming establishments. This position protects company assets by adhering to company policies and all state and regulatory compliance.

SUPERVISION:

Reports to and works under the general direction of the Director of Route Operations.

ESSENTIAL FUNCTIONS:

The essential functions or duties listed below are intended only as an illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment to the position.

- 1) Maintains the components, systems, and peripherals of video gaming terminals.
- 2) Troubleshoots video gaming terminals, payout devices, and other non-gaming related equipment to return terminals and equipment to working order.
- 3) Represents and maintains positive relationships with customers, vendors and manufacturers.
- 4) Respond and resolve customer and patron complaints.
- 5) Monitor operational quality, safety and identify problems or potential problems with equipment.
- 6) Periodically, ensure players follow rules and machines are functioning correctly.
- 7) Actively and openly communicates with customers, vendors, co-workers and manufacturers.
- 8) Cleans, services, and performs preventative maintenance on all gaming terminals and related signage.
- 9) Effectively interprets video gaming terminal conditions by use of self-diagnostic and troubleshooting techniques.
- 10) Performs audit procedures on gaming terminals and payout devices; inspects terminals to determine the existence of fraudulent activity.
- 11) Collect funds from terminals and/or stock redemption terminals.
- 12) Configures video gaming terminals to meet manufacturer and regulatory agency specifications.
- 13) Maintains security of equipment records and funds.
- 14) Assists in the initial placement/relocation of all gaming terminals and related signage, as well as the installation of hardware/software when needed.

- 15) Strictly adheres to established internal controls concerning the video gaming terminals, the internal components and the repair procedures.
- 16) Maintains knowledge of and ensures full compliance of gaming laws (federal, tribal, and state) and attendant regulations, as well as the organizations internal controls, policies, and procedures.
- 17) Observes all safety and gaming regulations when performing assigned duties; report safety hazards to assigned supervisor.
- 18) Follows all security procedures.
- 19) Performs all other related duties as assigned.

RECOMMENDED MINIMUM QUALIFICATIONS:

Education and Experience

A High School diploma or equivalent is required. Prior gaming/casino experience is a plus.

A thorough background investigation, including personal and professional references, criminal background and motor vehicle review will be conducted prior to offer of employment. Must be able to successfully pass a pre-employment drug/alcohol screen following a conditional offer of employment. A valid state motor vehicle operator's license with a clean driving record is required.

Knowledge, Skills and Abilities

A candidate for this position should have thorough knowledge of the following:

- Mechanical and electrical components of terminal gaming machines.
- Electronics theory, multi-testers, schematics and troubleshooting analysis techniques.
- Various PC based software programs.
- AC/DC fundamentals.
- Illinois Gaming Board rules and regulations.

Working knowledge of all Microsoft applications (Word, Excel, Outlook).

Skill in:

- Maintaining, repairing and troubleshooting to a component.
- Testing programs with verification devices.
- Software and system integration verification tests.
- Clear written and verbal communication skills.

And ability to:

- Diagnose problems, make quick, accurate decisions and make repairs quickly and effectively.
- Read and identify components within equipment schematics.
- Read, analyze, and interpret software manuals, operating procedures, technical procedures, and government regulations.
- Read and translate wiring diagrams
- Add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Read and comprehend simple instructions, short correspondence, and memos.
- Ability to speak effectively and deliver information in a one-on-one and small group situation to guests and other team members.
- Apply commonsense understanding to carry out detailed but uninvolved written or oral instructions.

- Exhibit strong problem solving and decision-making skills
- Maintain discretion and strict confidentiality of classified information.
- Adapt to fast-paced environments where multi-tasking and attention to detail are crucial
- Work varied shifts and hours related to customer and travel requirements in the state of Illinois.
- Comply with internal controls, policies and procedures as they pertain to this position
- Maintain organization, meet deadlines, possesses integrity, confidentiality, and discretion in handling confidential information.
- Interact well with both internal and external customers.
- Establish and maintain effective working relationships.
- Maintain a positive attitude and professional demeanor.
- Safely operate a motor vehicle.

CERTIFICATES, LICENSES, REGISTRATIONS

This position requires an Illinois Gaming Board Handler license, or the ability to obtain license, within thirty (30) days of employment or applicant shall obtain an eligible to work by the Illinois Gaming Board. A licensed handler shall be required to adhere to the Illinois Gaming Board rules and regulations. The Illinois Gaming Board requires a minimum age of twenty-one (21) for this position.

Attendance is required. Employees are often scheduled to work nights, weekends, and holidays. This position requires the employee to be available for on-call duties.

WORKING CONDITIONS:

The physical demands described herein are representative of those that must be met by any an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the working conditions for this position are performed mostly in gaming office settings. The employee is occasionally required to walk, stand, stoop, kneel, crouch, crawl and climb or balance; speak and hear; use hands to finger, handle, feel or operate objects, tools or controls; reach with hands and arms; repetitive arm, hand and eye movements are included. There is frequent twisting, kneeling, squatting, crawling, climbing, reaching, wrist turning and grasping. Hand-eye coordination is necessary to operate computers and various pieces of equipment. Employee is required to use cognitive ability to reason, analyze and verbalize thoughts and ideas.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The team member is frequently required to lift, carry, push or pull objects, up to seventy-five (75) pounds. The noise level in the office environment is usually moderate. Noise from slot machines and loud customers may be distracting to some. The employee may, on occasion, be exposed to extreme heat and/or cold, wet and/or humid conditions, airborne particles and risk of electric shock. The employee occasionally works near moving mechanical parts. The employee will have to travel outside of the office environment to gaming establishments to accomplish specific duties. Company vehicle supplied.

TOOLS & EQUIPMENT USED:

Machinery and equipment including personal computer, VGT's, RT's, and other machines, servers, phones, fax machines, printers, copiers, scanners and making multiple, complex and rapid adjustments. Other equipment includes general office equipment, ten (10) key calculator, cellular communications equipment,

tape measure, flashlight, testing equipment, camera, paper cutter, paper punch, tape recorder, multi-level file cabinets, light mechanical equipment, ladder or scaffolding, level, laser level, automotive vehicle and job-specific equipment as required by assignment. Terminal Handlers are required to use their own personal tools necessary for troubleshooting, maintenance, service and repair.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by people assigned this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Lucky Street Gaming LLC is an Equal Employment Opportunity Employer. In compliance with the Americans with Disabilities Act, Lucky Street Gaming LLC will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

REVIEW/APPROVALS:

Employee

Date

Supervisor

Date

Human Resources

Date