**This position serves as a key member of our leadership team focused on our gaming and entertainment operation.**

Must be 21 years of age.

Must be willing and able to supervise a 24/7 operation including days nights holidays and weekends.

Must possess an Illinois Gaming Board License.

Must not be bound by a non-compete agreement barring you from immediate employment with Lucky Street Gaming.

**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.*

* This position is on-call every other week in addition to regularly scheduled time.
* Oversees collection and dispatch activities of terminal handlers under the supervision of the Director of Route Operations.
* Oversees and monitors the collection and delivery of funds to all locations under the supervision of the Director of Route Operations.
* Holds staff accountable for following all policies and procedures to ensure asset and personnel protection.
* Review performance data to measure productivity or goal achievement and/or to identify areas needing improvement.
* Minimize potential losses and thefts through oversight, management, follow-up and follow through.
* Assist in the coordination of activities concerned with distribution of products, revenue, and maintenance, sales and pricing.
* Assist in the direction of administrative activities directly related to providing services, increasing revenue, customer sales and distributions.
* Assists in the coordination of work schedules and assignment of duties.
* Assists in the development of safe and security standard operating procedures and process for dispatch, collection and drop off of assets.
* Enhance customer service and satisfaction with proper prioritization of effective and efficient processes.
* Coordinates with suppliers to ensure needed goods are provided efficiently, effectively and within budgetary limits.
* Follow policies and requirements and adhering to the IGB (Illinois Gaming Board) regulatory compliance requirements.
* Train and build strategic working relationships with all collection and dispatch staff.
* Maintain a consistent awareness of safety and security practices.
* Manages and engages staff and customers in conflict resolution strategies to de-escalate situations and related issues that may arise.
* Maintains the components, systems, and peripherals of video gaming terminals.
* Troubleshoots video gaming terminals, payout devices, and other non-gaming related equipment to return terminals and equipment to working order.
* Represents and maintains positive relationships with customers, vendors and manufacturers.
* Respond and resolve customer and patron complaints.
* Monitor operational quality, safety and identify problems or potential problems with equipment.
* Periodically, ensure players follow rules and machines are functioning correctly.
* Actively and openly communicates with customers, vendors, co-workers and manufacturers.
* Cleans, services, and performs preventative maintenance on all gaming terminals and related signage.
* Effectively interprets video gaming terminal conditions by use of self-diagnostic and troubleshooting techniques.
* Performs audit procedures on gaming terminals and payout devices; inspects terminals to determine the existence of fraudulent activity.
* Collect funds from terminals and/or stock redemption terminals.
* Configures video gaming terminals to meet manufacturer and regulatory agency specifications.
* Maintains security of equipment records and funds.
* Assists in the initial placement/relocation of all gaming terminals and related signage, as well as the installation of hardware/software when needed.

**Knowledge, Skills and Abilities**

A candidate for this position should have the following:

* Have a working knowledge of VGT’s and RT’s used in the industry.
* Knowledge of the collection/drop process.
* 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).

**Education and Experience**

1-3 years’ experience in business/corporate development and/or business ventures. Obtain and/or maintain a current and valid terminal handler’s license through the Illinois Gaming Board. Maintain a valid driver’s license.

 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 physical examination and drug/alcohol screen following a conditional offer of employment. A valid state motor vehicle operator’s license with a clean driving records is required.

**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.

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