



**ACOMA BUSINESS ENTERPRISES
VACANCY ANNOUNCEMENT**

JOB TITLE:	Bingo Supervisor	DEPARTMENT:	Bingo
SUPERVISOR:	Bingo Manager	FLSA STATUS:	Non-Exempt
OPENING DATE:	02/16/2010	CLOSING DATE:	Open Until Filled (not to exceed 30 days)

Summary of Responsibilities:

The Bingo Supervisor is responsible for coordinating all activities of the bingo hall during all shifts. The Supervisor fills in for the Bingo Caller, Paper Administrator or Admissions and Floor Clerks as needed. This position supervises all bingo employees and assists the Manager with input into performance evaluations and hiring decisions. The Supervisor develops bingo procedures, trains all new employees, ensures that procedures are followed, and monitors the floor and the equipment. The Supervisor handles difficult guest complaints and questions.

Essential Duties and Responsibilities:

- Welcomes guests to the bingo hall and handles the complex guest complaints, requests and issues
- Ensures that all new employees are trained, including developing some training materials.
- Completes daily and periodic reports based on the balancing and reports done by the Team Leads
- Orders new supplies as needed, and recommends equipment purchases for the Manager's consideration.

Skills, Abilities, Equipment Used and Knowledge:

- Must have an aptitude for customer services and ability to remain calm and cheerful in stressful situations.
- Must possess a friendly demeanor at all times perform job requirements with S.E.G(Smile, Eye Contact, Greeting).
- Must be able to train and direct people as they work and identify the best people for the job.

Education/Experience

- High School Diploma, GED, or equivalent helpful.
- Basic math, reading, writing required.
- Must be age 21.
- Must be able to obtain an Acoma Gaming License.

To Apply: Submit application to the Human Resources Department.