ABQ Downs Job Postings

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**Slot Technician**

Full Time

Starting pay $18.00/hour

Responsible for the day to day service and repairs to slot machines. This position is also expected to accept the responsibilities of special service duties assigned to include preventative maintenance, repairs, conversions, installation and upgrades to all slot machines and other gaming related equipment. Guest service is a vital part of the position with the knowledge of discretion as it pertains to machine serviceability and operations. Interactions with guests, and communication with staff members and management is a must.

**Duties and Responsibilities**

* Check for special projects or schedule services to be performed.
* Has an understanding and working knowledge of any slot accounting database or system that is installed.
* Has a basic to advanced understanding of slot machine functions, settings and features.
* Has a working knowledge and basic understanding of electronics, electrical and mechanical principles.
* Effectively communicate orally and in writing.
* Maintains compliance with all Gaming Regulations and Ordinances.
* Provide courteous service and be cordial to all Team Members and Guests.
* Excellent interpersonal skills with demonstrated patience, tact, and respect.
* Responsible for maintaining a consistent regular attendance record.
* Maintains on a daily basis the service of slot machines to optimize use and minimize down or service times.
* Uses machine entry access logs according to policies and procedures.
* Uses daily log and reporting process according to policy and procedures.
* Makes suggestions to management for improvements of the department and overall operation.
* Communicates with management and other staff members in an informative and respectful manner.
* Assist in maintaining integrity of assets, including system, jackpot and machine configurations within the scope of the authority level given.

**Requirements**

* Able to read and interpret technical manuals.
* Able to read, understand and properly use wiring diagrams and electrical schematics.
* Able to positively identify electronic components such as but not limited to resistors, capacitors, integrated circuits (IC), transistors, diodes and transformers.
* Able to properly use basic electronic testing equipment, not limited to digital and mechanical multi-meters, soldering iron, de-soldering devices and cable tester.
* Able to use and identify proper hand and power tools to perform tasks.
* Able with assistance, to program and understand, progressive controllers and bonus controllers.
* Able to identify the components and have an advanced knowledge of the setup and components of the On-line system.
* Have a basic to advanced understanding of slot machine math as it pertains to Handle (credits wagered), Win/Loss, Hold percentage, volatility and Hit Frequency.
* Be able to read and understand, slot machine PAR (Probability Accounting Report) Sheets.
* Able to identify and positively troubleshoot service needs and conditions of a slot machine.

***Physical & Mental Demands:***

* Must be able to multi-task and work in a fast paced environment.
* Must be able to lift 150 lbs with assistance.
* Must be able to stand for long periods of time.
* Must be able travel without restrictions.
* Must have availability to transportation that is not limited to areas or time restrictions.

**Minimum Requirements:**

* Must be at least 21.
* Must be able to obtain New Mexico Gaming License.
* 3 year of verifiable electronic/mechanical/computer service experience or,
* 2 year of Slot Machine service experience.

**Working Conditions & Environment**

* Must be able to work in a smoke-filled environment.
* Must be able to work all shifts, weekends, holidays & special events as needed.

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**Sous Chef**

Full Time

$21.10/hour

The **Sous Chef** is responsible for planning and directing all areas of food preparation in the kitchen under the direction of the Executive Chef. The Sous Chef may train and coach kitchen staff as well as create schedules for staff members with consideration to business needs and labor costs.

**Essential Duties and Responsibilities**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

* Work with the Executive Chef to develop new menu options based on seasonal changes and customer demand.
* Assist with the preparation and planning of meal designs.
* Ensure that kitchen activities operate in a timely manner.
* Resolve customer concerns.
* Monitor and record inventory, and if required, order new supplies.
* Provide support to culinary staff with various tasks including line cooking, food preparation and dish plating.
* Train new kitchen staff to meet business and kitchen standards.
* Create schedules for kitchen employees, and evaluate performance.
* Adhere to and implement sanitation regulations and safety regulations.
* Manage the kitchen team in the absence of the Executive Chef.
* Maintain a positive and professional approach with coworkers and customers.
* May recruit, interview, and/or discipline staff under the direction of the Executive Chef.

**Required Qualifications**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Education and Experience:**

· High School Diploma *(or Equivalent)*

· Two (2) years of experience in culinary leadership

**Preferred Education and Experience:**

· Culinary arts degree

· Five (5) years of experience in similar role

· Multi-unit or multi venue experience

**Food Court Server/Cashier**

Full or Part Time

$12.00/hour

Responsible for providing outstanding service to all Food Court guests by taking food orders and helping to provide suggestions and assistance to casino patrons. Rings up all orders in Micros P.O.S. system. Provides guests with receipt and correct change. Provides outstanding guest and team member service at all times while presenting a neat and clean appearance at all times.

**Essential Duties and Responsibilities**

* Provides exceptional guest service to all guests.
* Prepare, stock, maintain and break down service stations in accordance with outlet standards.
* Assists department supervisor and manager in arranging counters, workstations, and condiment areas on a shift basis as well as for special events.
* Efficiently takes all guest beverage and food orders in a timely fashion.
* Utilizes Micros system to take guest orders, furnish receipt and provide change when applicable.
* Actively up sells products and uses endorsements at all appropriate service opportunities.
* Prepares food following preparation guidelines.
* Assists department supervisor and manager in maintaining the cleanliness and sanitation of the outlet.
* Performs all Covid related safety and sanitizing procedures and adheres to all Covid safety policies.

**Must be at least 19 years of age. Must be able to obtain New Mexico Alcohol Server permit.**

**Work Environment & Physical Demands:**

* Work is normally performed in a typical interior restaurant environment.
* Noise level is moderate.
* Moderate or high exposure to cigarette smoke.
* Limited exposure to physical risk.
* Moderate physical effort required to stand and walk the entire shift.

While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to sit and stoop, and/or kneel. The employee must lift and /or move up to 70 pounds.

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**Casino Money Manager**

Full-Time Exempt

$54,995.20 Annually

The Casino Money Manager is responsible for scheduling, training, and developing the Cage, Exchange, Vault and Drop/Count Team Supervisors and Members. Responsible for assuring the efficient and smooth operation of all the casino money areas in accordance with gaming regulations, internal controls and accounting procedures.

**Essential Duties and Responsibilities**

· Ensures the efficient and professional operation of all assigned areas.

· Ensures that cash handling procedures and company policies are following in conjunction with compliance of gaming regulations.

· Completes and/or reviews financial reports ensuring security of all information within.

· Ensures compliance of internal controls for all accounting and cash handling transactions.

· Reviews staffing levels and adjust scheduling as needed.

· Directly manages the Cage, Vault and Drop/Count Supervisors, who oversee all staff members, and delegates duties and assigns responsibilities.

· Provides the overall direction and coordination of the department(s) with periodic evaluations to assure efficiency and compliance.

· Develops staff including hiring, training and the evaluation processes.

· Ensures that all monetary transactions adhere to all department and company policy and procedures, internal controls and gaming regulations.

· Ensures that ATM kiosks are properly and consistently maintained and serviced, including fills and drops.

· Maintains logs to facilitate communication between shifts.

· Properly records all Title 31 and SARC data.

· Prepares all required paper work in a timely manner.

· Attends periodic meetings and training sessions as requires.

· May communicate directly with vendors about new products and maintenance associated problems.

· Ensures all affiliated assets and equipment of the cage, exchange, vault and count room are maintained, services and supplied as needed.

· Orders supplies and tracks all inventory.

· Safeguards company assets.

· Ensures the payroll system is properly maintained by checking for missed punches, making corrections, when necessary, entering proper time codes and approving electronic timecards.

· Conduct department briefings to ensure all team members are up to date on procedures, schedules, issues, audits and any other important casino information.

· May review, edit or revise department policy under the director of the Controller.

*This position is not limited to those duties listed above. Duties and responsibilities can be changes, expanded, reduced or deleted to meet the business needs of the company.*

**Required Qualifications**

**Education and Experience:**

· Associates Degree preferred;

· Two years of related experience with at least 1 year of supervisory or management

**Other Qualifications:**

· Must be at least 21 years of age.

**Licenses/Certifications**:

· Ability to obtain and maintain New Mexico Gaming Work Permit.

**Work Environment**

This position is performed in a casino environment with regular exposure to second-hand smoke, bright lights and a high noise level.

**Physical Demands**

While performing the duties of this job, the team member regularly is required to stand or walk for prolonged periods of time, up to ten (10) hours daily. May bend, stoop, or be required to move quickly throughout the workday. Must have the ability to push, life and carry up to 50 pounds.

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**Vault Cashier**

$14.00/hour

Full Time

The Downs Racetrack and Casino is hiring a **Vault Cashier.**The pay for this position is $14.00 per hour.

Vault Cashier's distribute money from the vault to employee’s in order to pay jackpots, start banks, and convert large bills into smaller denominations. Protects company assets while dealing with employees in an efficient and courteous manner.

**Essential Duties and Responsibilities**

* Safeguards company assets and adheres to all Vault policies and procedures.
* Maintains and is held accountable for all funds entrusted to him/her on an assigned shift.
* Provides prompt, friendly and courteous service to all guests in a confidential manner.
* Creates teamwork by helping co-workers with essential functions.
* Balances all money transactions and paperwork.
* Meets all attendance guidelines of the job and adheres to regulatory, departmental and company policies.
* Acts as a role model; presenting oneself as a credit to The Downs and encouraging others to do the same.

**Requirements**

* **Must be at least 21 years of age.**
* Must be able to obtain a New Mexico Gaming Work Permit
* High school diploma or GED required.
* Must be able to multi-task and work in a fast paced environment.
* Excellent Guest Service Skills.
* Ability to maintain a positive attitude when dealing with difficult situations.

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**Casino Security Officer**

$15.00/hour

Full Time

The **Security Officer** is responsible for maintaining a safe and secure environment for all guests and employees while providing exceptional guest service.

The individual in this position protects the assets of the company by monitoring all areas of the property for suspicious activity or persons. This individual controls and diffuses potential problems and may assist employees and guests in emergency situations.

This position pays **$15.00 per hour**for non-certified, **$15.50**for level 1, **$17.00** for level 2, **$18.00** for level 3 Guard certified. Applicants must also obtain a New Mexico Gaming Work Permit for the pay rates listed above. The preferred applicant has open availability including weekends and holidays.

Applicants must be at least **21 years of age**, posse a high school diploma or equivalent, a valid driver license and must be able to obtain and maintain a New Mexico Gaming Work Permit which requires both a background and a credit screening.

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