

# VOLUNTEER POSITION DESCRIPTIONS

## **GENERAL MANAGER:**

- Your role involves oversight of all functions performed in the cash cage.
- You are assisted directly by the Cash Cage Advisor.
- You monitor cashier payouts to patrons.
- You assume the Banker's role when he or she is out of the room on break.
- You oversee the counting of cash and chips at opening, shift change, and closing of the casino day.
- At the beginning of the casino day, you help the casino Games Manager with opening table games.
- You consult with the Advisor and casino Games Manager about any other issues, as required.

## **BANKER:**

- You control the main Cash Cage floats of chips and cash.
- You are assisted directly by Cash Cage Advisor.
- You are busiest during opening, volunteer shift changes, and closing of casino.
- You provide cash to cashiers as needed, and redeem chips from cashiers as needed.
- You dispense casino chips to chip runners when table games need more chips, and you receive chips from chip runners when table games have a surplus of chips.
- You use a computer terminal for all transactions.
- You help monitor cashier payouts to patrons.

## **CASHIER:**

- You redeem players' chips and make change (you do not sell chips).
- You will be required to follow defined pay out procedures that you will learn at the casino.
- You have your own float -- you do not share your cash/chip float with anybody.
- Cash-handling experience is an asset, but not necessary.
- The cashier's job requires concentration and accuracy.
- Casino chips are colour coded according to denomination. You may wish to choose another volunteer position if you are colour blind.

## **CHIP RUNNER:**

- You deliver casino chips to the casino table games.
- You should be able to physically transport casino chips (weighing up to 3 kg) to the table games.
- When delivering chips, you will always be accompanied to the table games by a casino security guard or a casino manager.
- Your other job is to verify the chip count at each table game, when tables are opened or closed throughout the day.
- You use a very simple mini-computer to complete your transactions.
- You are not usually too busy except at the opening and closing of the casino day.

## **COUNT ROOM SUPERVISOR and COUNT ROOM RECORDER:**

- You work with the Count Room Advisor to keep records of the cash and chips in the count room.
- You use a computer terminal for all transactions.
- Computer skills are helpful.
- You don't handle cash.

## **COUNT ROOM STAFF:**

- You sort, count, verify and amalgamate cash from drop boxes.
- Two of these positions involve using money counting machines.
- You should be good working with your hands.