



JOB DESCRIPTION

Position Title: Cage Manager
Department: Finance - Cage
Employment Classification: Exempt

Position Summary/General Description:

A Cage Manager is responsible for overseeing the department internal procedures, monitoring transactions, department budgets, and investigating variances to protect company assets.

Expectations:

- Adhere to Company Core Values, Policies & Procedures.
- Act as a role model within and outside Ellis Entertainment.
- Maintain a positive and respectful attitude toward customers and co-workers.
- Consistently report to work on time prepared to perform duties of position.

Essential Duties & Responsibilities:

- Adhere to all administrative policies (Ellis Entertainment Policy & Procedure Manual and departmental procedures), safety rules and health regulations.
- Responsible for overseeing, managing and monitoring of cash exchange transactions within the property involving internal and external customers, verification of deposits made from facility venues, recording proper internal and external bank deposits, ensuring proper staffing and oversight of staff involved in cage operations. Assist in managing property Title 31 compliance and reporting and reconciliation of issues and variances within the property cash transactions and revenue audit processes.
- Responsible for overseeing and monitoring preparation and maintenance of W2-G reporting system, bank deposits and transfers, drop cash transfers from soft count into the main bank, organizing verifying and assembling deposits for armored truck services, make appropriate requests for funds form external bank, assemble internal venue banks and verification of return banks.
- Exercise strong knowledge of the cage procedures in a large-scale operations including but not limited to: order equipment and inventory supplies, make rapid decisions with limited data available, take on projects, develops time lines and evaluates results, hire and maintain a viable work force, operate computer/equipment such as CRT terminal, reconcile cash counts and paperwork on a daily basis, resolve variances, ensure adequate funds are available in accordance with the minimum bankroll formula, and accomplish all tasks as appropriate.
- Meet departmental financial objectives by forecasting requirements, preparing an annual budget, scheduling expenditures, analyzing variances, and initiating corrective actions.
- Coordinate the flow of activity within the cage and schedule all cashiers to ensure that business demands are met.
- Consistently meets non-financial goals of the department and maintain departmental budget.
- Communicate and provide reports to the General Manager and other department managers as needed.
- Maintain knowledge of federal and state reporting requirements.
- Required to pass an extensive background investigation.
- Manage, train supervisors and leads in their job related duties, coordinates, monitor, and assign tasks to cage personnel.
- Maintain knowledge of paper flow between all gaming departments and accounting.

- Provide excellent verbal and written communication skills, including understand oral and written instructions.
- Provide exceptional customer service to all external and internal customers and patrons and communicates in a pleasant, friendly, and professional manner at all times. Maintains a professional work environment with supervisors and staff.
- Exercise strong motivational commitment to the organization, speak accurately and clearly to co-workers and guest.
- Maintain strong knowledge with money handling, counting, and complex mathematical skills.
- Actively participate in Management Development Leadership Series (MDLS) yearly.
- Actively participate in Ellis Entertainment’s Management Capacity Program (MCP).
- Build relationships and loyalty with guests through sincere and meaningful interactions (e.g., learn guests’ names and preferences; connect with them individually and professionally; smile; make eye contact and verbally greet guests from arrival to the property through departure; and provide fast and friendly service to guests).
- Be a team player (e.g., work toward team goals and foster a collaborative and positive work environment; put the team first; assist coworkers; treat all coworkers with kindness, courtesy and respect; never engage in negativity; maintain openness to coaching, learning and improving; receptive to change and willingness to embrace challenges with team-spirit).
- Develop a thorough knowledge of services, room locations, amenities, surroundings (e.g., Mutuels, IRM, gift shop, restaurants, sky theater, etc.), providing accurate directions, and information for guest inquiries about promotions and special events.
- At all times maintain a courteous, positive and professional working relationship with all Ellis Entertainment personnel and the general public (e.g., coworkers, clients and vendors).
- Work under pressure; maintain regular and punctual attendance including working odd and unusual hours, weekends and holidays.
- Perform additional duties and responsibilities as necessary or assigned.

Education & Experience:

- Bachelor’s Degree required; professional designation strongly preferred. Not less than 8 years relevant work experience may substitute Bachelor’s degree and professional designation when appropriate based on industry standard.
- Must have three (3) to five (5) years relevant leadership experience required.

Licensing & Certification:

- None.

Computer Equipment, Software, Machinery:

- Proficient with Microsoft Office (Word, Excel, PowerPoint, etc.),
- Experience with Kronos (Timekeeper Software), and Paramount (Purchasing Software).
- Experience with operating counting equipment such as: money sorters, counters, and ten 10 key calculator.

Essential Physical Requirements:

- Requires employee to hear, sit, talk, and repetitively use hands the majority of the time.
- Requires employee to occasionally stand and walk.
- Requires employee to occasionally push/pull, carry, lift, and slide/transfer 1-25 lbs.

Essential Mental Demands:

- Requires the ability to solve problems, organize, plan, make decisions, interpret data, read and write the majority of the time.

Supervisory Responsibilities:

- Hire, promote, compensate, train, discipline, schedule, apportion work among employees, direct, appraise productivity, terminate, measure performance and plan budgets for work.

Work Environment (inside/outside):

- This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.
- The job is performed indoors in a Casino environment with frequent exposure smoke (e.g., cigarette smoke).

Other Requirements:

- Obtain and maintain a Kentucky Horse Racing Commission license and must provide/maintain a valid drivers' license.
- Must comply with Ellis Entertainment and the Federal Government Bank Secrecy Act by acquiring and/or maintaining a Title 31 Certification.