



JOB DESCRIPTION

Position Title: HHR Technician Manager
Department: Ellis Entertainment, LLC
Employment Classification: Exempt

Position Summary/General Description:

A HHR Technician Manager is responsible for strategic planning and tactical execution supporting 7-900 HHR machines at the Ellis Entertainment property(s). Oversees HHR Technical Supervisors and operational support staff.

Expectations:

- Adhere to Ellis Entertainment Core Values, Policies & Procedures.
- Act as a role model within and outside the corporation.
- 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:

- Follow General Manager instructions. Extensive ability in running and analyzing HHR game performance reports, using various resources and make or recommend appropriate actions.
- Must have extensive ability in managing vendor participation and fee games to expected quantity and performance levels.
- Coordinate with the General Manager to determine HHR machine mix, pay put percentage and locations. Recommend moves and changes to General Manager and executive staff.
- Must have a working knowledge of the HHR industry in regards to manufacturer trends. Ability to evaluate potential HHR products for lease and/or purchase.
- Ability to develop and train HHR staff at all properties in their day to day activities including, but not limited to: Hiring, disciplining, apprising, evaluating and terminating employees in courteous and fair manner.
- Ensure all HHR machines are repaired, have preventative maintenance and associated equipment as well as ensuring games are operational and generating revenue at all times.
- Meet departmental financial objectives by forecasting requirements, preparing an annual budget, scheduling expenditures, analyzing variances, and initiating corrective actions.
- Coordinate HHR projects, installs, conversions, machine moves, software upgrades and associated equipment, and maintain all HHR machines at all times to generate revenue.
- Maintain strict confidentiality when handling sensitive information related to all HHR technician department information such as, but not limited to: HHR technician department policies, procedures, revenue, budgets and any and all information the company deems confidential or proprietary.
- Address difficult circumstances that arise on the gaming floor in a constructive, professional, and business-like manner; satisfy miscellaneous guest complaints, referring to the appropriate supervisor when necessary.
- Adhere to and ensure personnel strictly comply with HHR rules/procedures, internal controls, Kentucky Horse Racing Commission rules and regulations, federal regulations and state regulations. Ability to draft and implement internal controls to meet these requirements.

- Provide excellent and courteous guest service by resolving machine malfunctions and/or provide assistance with guest disputes.
- Actively participate in Ellis Entertainment Management Capacity Program as required.
- Actively participate in Management Development Leadership Series (MDLS) as required.
- 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 beverage 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, 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 extreme 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:

- Experience with HHR BOH systems required. Experience with WINOS system preferred.
- Bachelor's Degree preferred; professional designation preferred. Not less than 5 years relevant supervisory or management experience may substitute Bachelor's degree and professional designation when appropriate based on industry standard.
- Experience with Cage and Players Club management preferred.
- Five (5) years relevant experience.

Licensing & Certification:

- None.

Computer Equipment, Software, Machinery:

- Proficient in basic computer skills (e.g., Word, Excel, PowerPoint, Outlook).
- Proficiency in Computer Aided Design (CAD) software preferred.
- Proficiency in OASIS 360 HHR Tracking System preferred. Proficiency in at least one HHR tracking system required.
- Extensive knowledge of the mechanical and play functions of HHR machines.
- Basic understanding of network concepts preferred.

Essential Physical Requirements:

- Requires the ability to hear, sit, stand, talk, walk repetitive use of hands 51-100% of the time.
- Requires the ability to drive 25-50% of the time.
- Requires the ability to balance climb, bend over, crawl, crouch/stoop, kneel, reach overhead and turn/twist 1-24% of the time.
- Requires the ability to push/pull, carry, lift, slide/transfer 1-50+ lbs. 1-24% of the time.

Essential Mental Demands:

- Requires the ability to solve problems, organize, plan, make decisions, and interpret data, read and write 51-100% of the time.

Supervisory Responsibilities:

- Hire, promote, compensate, train, discipline, schedule, apportion work among hours, direct (determining work techniques, equipment and materials), appraise productivity, terminate, measure performance and plan budgets.

Work Environment (inside/outside):

- The job is performed primarily indoors with exposure to smoke.

Other Requirements:

- Must pass a pre-employment alcohol/drug screening.
- Obtain and maintain a gaming license through the State of Kentucky and must provide a valid drivers' license.