

Casino General Cashier

JOB PROFILE	Department	Casino				
	Aim of the Position	Ensures that all accounting operations are carried out to the highest standard of efficiency, security and customer service				
	Role Description	Job Title	Casino General Cashier			
		Line Manager	Casino Manager			
		Incentive Bonus	No			
		Resources Managed	No			
		Budget Managed	No			
		Education & Professional Experience	Secondary School Banking and/or 1 year experience of Casino Accounting Methods			
		Professional Certifications	None			
		Technical Skills	Ability to Balance a Bank, perform over the counter transactions and perform soft / hard counts			
Language skills			1 (A1-A2)	2 (B1)	3 (B2)	4 (C1)
	English				✓	
	Third Language*			✓		
	Fourth Language*					
Additional language**						

Language Skills - Levels		
5	C2	Can understand with ease everything heard or read. Can express very fluently and precisely differentiating shades of meanings. Mother tongue.
4	C1	Can understand a wide range of demanding, longer texts and recognize implicit meaning. Can express fluently and spontaneously.
3	B2	Can understand the main ideas of complex texts. Can interact with a degree of fluency and spontaneity with native speakers.
2	B1	Can understand the main points of clear standard input on familiar matters regularly encountered in work, leisure, etc.
1	A1 A2	Can understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type. Can communicate in a simple and direct exchange of information.

*One of the following: Italian, French, German, Spanish, Portuguese, Chinese (Mandarin) ** For English mother tongue

COSTA LEADERSHIP MODEL		Professional
	Speak Up	If you see something, say something. Retaliation is never tolerated.
	Respect and Protect	Respect and Protect people (each other, Guests & communities), planet, rules & laws, our Company.
	Improve	Improve performance (in safety, environmental protection & compliance), collaboration & teamwork, diversity & inclusion.
	Communicate	Set strong tone at the top supporting Ethics & Compliance, promote openness, trust & transparency, model behaviour we expect.
	Listen and Learn	Listen and Learn to each other, from investigations, audits & incidents, by measuring our performance, by being accountable.
	Empower	Put words into actions, give teams what they need to succeed (training, tools, & time).
	Take Initiative	Think strategically, take decisions and act accordingly to our business environment, feeling accountable for the results.
	Focus on People	Put internal and external Customers at the centre of all actions, understanding their needs and acting accordingly.

JOB DESCRIPTION	Main Responsibilities	Description	Relevan. ***	PM Form
		Safeguards company assets by assuming responsibility for the bank assigned them; ensuring that its contents are secured per procedure	3	✓
		Handles all cash, chip, token, marker and / or onboard accounts transactions by following the correct procedures laid down in the Accounting section of the Operational Manual	3	✓
		Implements balance of the bank, in order to organise counts neatly and correctly, in accordance with Company procedures	3	✓
		Performs revenue counts as instructed by Casino Management, i.e. soft and/or stacker counts	3	✓
		Co-operates with Head Cashier and colleagues to ensure smoothness and efficiency in the running of the Cage Operation	3	✓
		Refers any dispute or claim concerning a Guest to the Head Cashier or Manager on duty	3	
		Takes active part in a work environment that support a successful safety culture. Is a dynamic contributor in following safety policy and procedures	3	
		Handles all transactions with Guests in a friendly and professional manner, whilst providing information relating to Casino services, products and activities	2	
		Reports any discrepancies or incidents of a doubtful nature to the Casino Manager	2	
		Ensures that any Lost & Found articles / property are properly logged; and delivered to the Pursers Desk / Front Office as per current procedure	2	
		Assists and support new Cashiers with day to day transactions and bank balancing	2	
		Participates in day to day operational needs as deemed necessary by the Casino Management	2	
		Follows the instructions received as per protocol applied on Covid-19 spread prevention rules	3	
		Supports an effective health and safety culture proactively informing Guest on any infringement or missing application of procedures and reporting to the Head of Department the critical situation	3	
		Maintains a high responsible approach applying social distancing rules also during non-working activities	3	
		Monitors Guest activities during excursions to ensure compliance with service standard and safety procedures	3	
Supports the new organization of the onboard activity performing tasks enhancing health standards (i.e. temperature screening, sanitization of the working place, instructions to passengers)	3			

*** Relevance: 1 Marginal; 2 Secondary; 3 Primary