

Casino Slot Technician

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|-----------------------|---------------------|---|--|--------------|-----------|-----------|-----------|
| JOB PROFILE | Department | Casino | | | | | |
| | Aim of the Position | Assist the Head Technician in order to assure the smooth running of the technical side of the Casino operation, in accordance with Company procedures | | | | | |
| | Role Description | Job Title | Casino Technician | | | | |
| | | Line Manager | Casino Head Technician | | | | |
| | | Incentive Bonus | No | | | | |
| | | Resources Managed | No | | | | |
| | | Budget Managed | No | | | | |
| | | Education & Professional Experience | Secondary School (Electronic Engineering is preferred) At least 6 months experience of Casino Slot Operations | | | | |
| | | Professional Certifications | None | | | | |
| | | Technical Skills | Electronics, mechanics, electrical repairing maintenance | | | | |
| | | 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 |
|-----------------|-----------------------|--|-------------|---------|
| | | Is responsible for the upkeep and security of all slot and video arcade machines, supplementary Casino equipment, funds contained therein and their associated systems in order to provide service maintenance in accordance with Company procedures | 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 | |
| | | Assists in the collection of machine bill stackers during slot revenue counts and sets up, collects and carries out coin drop counts in accordance with established Company procedures in order to follow the accounting process | 3 | ✓ |
| | | Maintains an understanding and promote the Players Club and features offered by the Slot Master tracking system and actively assists in slot related promotions | 3 | ✓ |
| | | Assists with all slot department configurations, conversions, installations as needed, working on port days where scheduling has been deemed necessary | 3 | ✓ |
| | | Assists in all hand paid jackpots, hopper fills and change machine fills according to Company policy and procedures | 2 | ✓ |
| | | Refers any disputes or arguments concerning a Guest to the Casino Manager and /or Slot Manager | 2 | |
| | | Constantly observes and monitors the slot operation to spot and prevent customer theft and/or employee embezzlement | 2 | |
| | | Provides assistance to Casino Management when difficulties arise in securing Casino doors, gates, grills and Cashier banks (drawers, cupboards and shelves) | 2 | |
| | | Gathers analytical data from gaming machines as instructed by the Casino Executive Office | 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 | |
| | | 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