

# Gaming Research Tip Sheet

.....quick start for studies, reports and papers

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## Tip Sheet #33: Casino Employment

**Casino careers.** [Casino Careers Online](#) allows employers to post openings and prospective employees to post resumes to facilitate employment match-ups. It is searchable by casino department, such as accounting or management.

Here you can see what responsibilities various positions entail and what companies have been clients of this career site.

**Casino outlook.** From outside the industry comes an official government employment assessment published annually.

See the [Occupational Outlook Handbook](#) online, put out by the U.S. Bureau of Labor Statistics.

As the title implies you learn what is predicted for casino jobs. A few statistics show numbers of people in various jobs during the year.

**Casino job descriptions.** An excellent web site for job descriptions is [Job Monkey](#). Many casino floor jobs have unique names and unusual duties so this is the place to learn them. Some titles are exclusive to gaming, such as:

- Pit Boss
- Slot Tech
- Change Attendant
- Craps Dealer
- Keno Writer
- Casino Host
- Baccarat Dealer

- Blackjack Dealer
- Hard Count Attendant
- Race Book Cashier
- Bingo Caller
- Slot Host
- Roulette Dealer

**Labor unions.** Many gaming employees have no workers' union to assist them in getting better wages, health care and other benefits. Relations between management and labor have been strained in some markets for a number of years. Pay for some jobs is low because employees get tips from customers (or tokens, as they are better known).

For statistics on casino wages and salaries see [Wage Watch](#). UNLV's Hospitality Research & Development Center (HDRC) has monitored and published gaming wages for many years and now contributes its figures to Wage Watch.

**Tippling and the IRS.** This is a legal issue since tips are reportable income. Some tips must be shared with everyone on duty in that unity during a shift. Tips may be estimated and added to the employee's statement of earnings where withholding taxes are deducted. To understand this issue refer to the proper IRS Bulletin or contact a tax attorney.

**Minorities and women.** Gaming has been slow to embrace diversity especially in the more lucrative positions. White male domination was the

unwritten rule for decades. Many low level jobs, such as hotel maid and kitchen helper are occupied by minorities, especially immigrants seeking a new start in the U.S.

**HR departments.** Human Resources Departments in casino/hotels employ specialists to hire and fire, to design and administer benefits. A recent trend is to outsource certain functions.

Huge places like MGM Grand with about 8,000 employees require top people trained in HR and with knowledge of employment, job placement, discrimination, labor laws and more. In Nevada, casinos rank among the top employers in the state.

**Suggested topics for research.**

- determining fair wages in unique jobs
- establishing career paths in the gaming industry
- liability of a casino for job-related injuries to blackjack dealers (carpel tunnel syndrome)
- local regulations on police issuance of casino work cards
- job levels below executives that must be investigated and licensed
- improving the percentage of minorities in prestigious executive positions
- employee turnover and job satisfaction in casinos

**For more information.**

Glass ceiling or Saran Wrap? Women in gaming management. Costen, W. M., et al. *UNLV Gaming Research & Review Journal*, 7(2), 1-12.

Limitations in the workplace: A survey of Atlantic City Casinos: Final report to the New Jersey Casino Control Commission, 1998.

*We are family: Tribal employment in an Indian-owned casino.* Romero, D.M., 1999.

*Insiders' guide: Las Vegas casino jobs.* Alper, L., 1996.