Casino Volunteer Roles and Descriptions

General Manager / Alternate General Manager

The General Manager is responsible for supervising all aspects of the casino to ensure operations follow all relevant laws and guidelines. This role works closely with the Casino Facility Games Manager and the Alternate General Manager, who assumes responsibilities in the General Manager's absence.

Banker

The Banker supervises the Cash Cage, documenting all transactions and ensuring the security of all chips and cash. They are responsible for overseeing the Cashiers and Chip Runners and must ensure accountability for all assets handled by those team members. The Banker reports directly to the General Manager.

Cashier

Similar to a bank teller, the Cashier handles direct transactions with casino players. Any transaction exceeding $200 must be witnessed by the General Manager, Banker, or Cash Cage Advisor. The Cashier reports to the Banker and works closely with the General Manager, Banker, Financial Control Supervisor, Advisor, and players.

Chip Runner

The Chip Runner is responsible for opening and closing tables, delivering chip fills from the Banker to the game tables, and returning credits from the game tables to the Banker. They may also assist the General Manager with additional duties. Chip Runners report to the Banker and work with gaming table staff.

Count Room Supervisor (shifts are only available from 11:00 PM to 3:30 AM.)

The Count Room Supervisor oversees all count room activities and staff. This includes responsibility for the Sorters, Counters, Recorders, and Amalgamators. The Supervisor ensures procedures are followed accurately and reports to the General Manager while coordinating with the Banker.

Count Room Volunteer (shifts are only available from 11:00 PM to 3:30 AM.)

Count Room Volunteers work one of the following roles:
1. Sorter – Sorts all cash or chips by denomination.
2. Counter – Counts the sorted cash or chips by denomination.
3. Recorder – Records the number of bills, coins, and chips counted for AGLC records.
4. Amalgamator – Verifies all counted cash or chips, bundles and summarizes them, and works with the Count Room Supervisor.