Company: Illinois Gaming Systems (IGS)
Position Title: Field Logistics Coordinator
Compensation: DOE

General Description: IGS owns and operates video gaming (slots and poker) machines at approximately 200 locations throughout the State of Illinois. The Operations group is responsible for planning/coordinating/executing installation, repair, maintenance, and upgrade of this equipment. Concurrent to these elements, cash monitoring/handling is managed to ensure proper currency levels are maintained in field machines. As IGS’ customer base has grown, so too has the need to effectively manage these functions on a micro level. Consequently IGS is seeking candidates to coordinate field based personnel on a daily basis to maximize efficacy and achieve prescribed performance goals.

Direct Reports: None

Total Openings:
(1) Naperville IL (FT)
(2) Naperville IL (PT)
(1) Springfield IL (FT)

Shift Hours:
- 7 AM – 5 PM (Mon-Fri), 10 hours, FT hire
- 5 PM – 2 AM (Mon-Fri), 9 hours, FT hire
- 7 AM – 5 PM (Sat-Sun), 10 hours, PT hire
- 5 PM – 2 AM (Sat-Sun), 9 hours, PT hire

Job Responsibilities:
- Run routine reports to identify cash levels in field machines. Identify critical time sensitive conditions and plan/execute machine service through field based company personnel.
- Run routine reports to identify field machines which are in an alarm condition. Identify the cause of the problem and communicate time sensitive details to Operations. If directed, coordinate repair of the machines through field technicians and/or third party vendors.
- Schedule field personnel to remove cash from field machines and subsequently process on location. Monitor progress and make adjustments to schedules as required to accommodate unforeseen circumstances and react to field emergencies.
- Monitor incoming service tickets through proprietary company software. Upon receipt of a new ticket:
  - Assess the nature of the service problem
  - Dispatch the call to the appropriate field technician
  - Track the call through completion
  - Aid the technician in gathering information to complete the call if necessary
  - Close out the ticket with the company software

- Cross check service tickets with cash handling activity. Determine if cash handling personnel are capable of resolving simultaneous technical issues while on site. Alter routing/scheduling to maximize resource utilization.

- Using available company tracking systems and resources, research and resolve cash variances. Variance investigation may include occasional review of select camera footage.

- Commensurate with job/technical experience, contact the customer directly in an effort to resolve service problem in lieu of dispatching a technician. Given verbal direction to customers to rectify select technical issues and/or patron disputes.

- Commensurate with job/technical experience, remotely connect to field machines to assess/resolve intermediate technical issues.

- Obtain and dispatch lock entry codes using proprietary manufacturer software.

- On a daily basis, download third party sales data, perform limited data manipulation, and upload to company software systems.

Candidate Qualifications:

- Be able to obtain and maintain an Illinois VGT Handler License including a criminal background check.
- Be able to reliably work preplanned rotating shift hours (1st and 2nd)
- Possess an innate talent for multi-tasking
- Have intermediate to expert computer skills including MS Office applications
- Retain an ability to quickly learn and operate software products
- Possess above average aptitude with mathematical calculations
- Have good written and oral communication skills
- Be highly customer focused and able to professionally interface with clients

Experience with dispatching function preferred
Experience with operations related planning and execution highly preferred

To Apply: Interested candidates should submit their resume and cover letter to:

Doug Hodak - Operations Director  doug@illinoisgamingsystems.com
With a carbon copy to:  Chris Cunning - COO  chrisc@illinoisgamingsystems.com