

# Essential Skills Summary – BINGO SUPERVISOR (BINGO SHIFT MANAGER)

The most important Essential Skills for Bingo Supervisors are:  
**Oral Communication, Writing, Computer Use, Job Task Planning and Organizing**

Bingo Supervisors instruct, advise, observe and evaluate front line staff and Bingo volunteers. They are present on the floor, modelling good customer relations and troubleshooting.

Typical Level & Most Complex	How Bingo Supervisors use Essential Skills
<b>A. READING TEXT</b>	
1-2	Bingo Supervisors read e-mails and memos daily. They select, interpret and clarify the information for their staff. Read procedures and machine manuals.
3	
<b>B. USE OF DOCUMENTS</b>	
1-2	Bingo Supervisors handle a large number of forms and templates. They requisition services, maintain office supplies. They compile reports on daily profits and losses. They track variance for Finance and staffing records for Payroll.
3	
<b>C. WRITING</b>	
1-2	Bingo Supervisors write e-mails, memos and log entries (daily). They use forms and templates to keep meticulous records of all transactions. They assess and document the performance of staff and write up annual evaluation reports.
3	
<b>D. NUMERACY</b>	
1-3	Bingo Supervisors oversee the handling, totaling and recording of large volumes of cash and Bingo paper products in a variety of systems. They track discrepancies. Speed, accuracy and the volume of currency raise this fundamental skill area to level 3.
<b>E. ORAL COMMUNICATION</b>	
1-2	Bingo Supervisors maintain phone contact with all other departments. They deal with conflict between staff members, coach and re-train. They report regularly to the manager.
3	
<b>F. THINKING SKILLS</b>	
1-3	Bingo Supervisors track variance and dealing with last minute scheduling. They make decisions about time off, training and deployment of staff. They are present on the floor as much as possible to make decisions about some disputed payouts. Bingo Supervisors troubleshoot in several areas and with a variety of machines and systems.
3	
<b>G. WORKING WITH OTHERS</b>	
1-3	Bingo Supervisors are present on the floor supporting their staff. They work a long shift in a fast-paced environment. They model a co-operative, respectful work environment.
<b>H. COMPUTER USE</b>	
3	Bingo Supervisors use office programs with frequency and confidence. They use almost a dozen different computerized systems, communicate through e-mail and word processing, and record data on spreadsheets.
<b>I. CONTINUOUS LEARNING</b>	
	Bingo Supervisors learn on the job and from their co-workers.
<b>J. OTHER INFORMATION</b>	
	Bingo Supervisors work on their feet and lift boxes of supplies. They require manual dexterity for keyboarding. Supervisors are open and approachable, versatile but firm. They are loyal to their staff and co-workers.