



JOB DESCRIPTION

Native American Preference will apply in accordance with Tribal policies

JOB TITLE: Gaming Shift Manager	Revision Date: July 2015
SUPERVISOR: Director of Slot Operations	DEPARTMENT: Slot Dept.
SUPERVISORY RESPONSIBILITIES: Assistant Gaming Shift Managers, Slot Attendants, Slot Supervisor	

SUMMARY:

The Gaming Shift Manager is responsible for the overall direction, coordination, and evaluation of all team members in the Slot department.

KNOWLEDGE AND CERTIFICATION, SKILLS AND ABILITIES

Knowledge and Certification

Required:

- At least 21 years of age
- High school diploma or GED required
- 5 years of either Slot experience with at least 1 year Supervisory/Management experience

OR

- Associate Degree in related field and 3 years Slot experience with at least 1 year Supervisory/Management experience

Skills

Required:

- Strong computer skills with experience in word processing, databases, and spreadsheets (ability to demonstrate proficiency)
- Strong project management skills
- Highly organized and ability to adapt quickly to changing priorities
- Excellent written communication skills
- Excellent verbal and interpersonal communication skills
- Accurate and detail-oriented
- Excellent problem solving skills

Abilities

Required:

- Displays leadership qualities and the ability to serve both internal and external customers

- Must be able to manage departmental budget and control labor and expenses
- Ability to maintain high confidentiality
- Ability to independently manage multiple tasks in a professional manner
- Ability to maintain a professional demeanor
- Ability to count large sums of money

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Maintains constant awareness of all Slot department activity and monitors performance of team members ensuring adherence to Casino policies and procedures including internal controls.
2. Maintains constant awareness of floor activity to protect the playing public and the integrity of the Casino.
3. Assists in developing and implements new policies and procedures for the Slot department to improve security and efficiency and to protect the Casino's assets.
4. Maintains a good working relationship with all team members including all other departments.
5. Settles guest disputes when necessary.
6. Supervises and/or verifies slot machine transactions and when necessary.
7. Responsible for ensuring that the Slot and Table Game departments are in compliance with federal currency transaction reporting requirements (Title 31).
8. Ensures all slot machines are in good repair and in working order.
9. Responsible for guest service proficiency, team member morale, staffing levels and effectiveness of Slot Supervisors, Slot Attendants and Slot Techs.
10. Oversee the preparation of weekly staffing schedules for the Slot Department
11. Slot Operations Manager must utilize management and leadership skills in making sound decisions.
12. Acts as a host, explaining slot machine details to guests as necessary.
13. Monitors cleanliness of the casino floor and takes action to correct deficiencies.
14. Is always knowledgeable of all departmental and casino promotions and informs all slot team members of any changes.
15. Assists the Operations Director for hiring, retaining, promoting, performance evaluations, training, disciplining, and terminating employee with concurrence of the General Manager and the Director of Human Resources.
16. Must adhere to the safety rules and regulations of the Running Creek Casino and of the Slot Operations Department.

PHYSICAL DEMANDS

While performing the duties of this position, the Slot Operations Manager is required to walk and/or stand for long periods of time. Walking will require a fast pace at times. The Slot Operations Manager will be required to bend, stoop, and kneel occasionally. The Slot Operations Manager must also be able to lift and/or move up to fifty (50) pounds.

WORKING ENVIRONMENT

Office, gaming floor and convention center environment including flashing lights, frequent loud noises and cigarette smoke. Extensive computer use. Must be flexible

with work schedule. Must be willing to work any hours and/or shift, as assigned, according to business needs. Occasionally must deal with angry or hostile guests. High volume direct public contact.

DISCLAIMER AND CONDITIONS OF EMPLOYMENT

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

All Running Creek Casino employees are responsible to ensure that their designated operations are in compliance with Casino policies, MICS, Tribal policies, State compact and Tribal gaming regulations.

Conditions of employment with the Running Creek Casino include passing a pre-employment drug test, a background investigation to secure a gaming license and successfully completing a three-month introductory period. Candidates for this position will be required to have dependable transportation available to them.