



JOB DESCRIPTION

POSTED: MAY 23, 2019 DEADLINE: UNTIL FILLED

POSITION: **Shift Manager**

DEPARTMENT: **Casino Administration**

LOCATION: **Resort**

SUPERVISOR: **General Manager**

EMPLOYMENT: **Full-Time**

PAY RATE: **Pay Grade 15 (\$16.50 - \$22.94 per/hr. D.O.E.)**

JOB DESCRIPTION:

To supervise overall Casino operations under the Director of Casino Operations. Knowledge and the enforcement of all Gaming policies and Internal Controls. Works in cooperation with department shift supervisors to ensure the casino business units run smoothly. In the absence of the department manager he/she will help supervise employees and informing employees of personnel policies and monitor staffing levels.

RESPONSIBILITIES:

- Provide excellent Guest Service to guests, internal and external through active guest engagement and positive attitude.
- Responsible for seeing that all systems of the casino operation promote efficiency and improvement of the business.
- Maintain a smooth and efficient daily operation of the casino.
- Ensure proper staffing levels in all departments and E/O employees as needed.
- Work in the capacity Manager on Duty in an emergency situation to ensure continuance in operation. If not qualified to do task, the Casino Shift Manager will find qualified staff.

- Assist marketing and promotion with special projects, busing, and all on site promotions.
- Supervise casino for entire time scheduled, leaving premises only when Casino Manager, or General Manager is present.
- Responsible for accounting numbers of players, in cooperation with department head or shift supervisor.
- Control over staffing with department manager or shift supervisor.
- Authority over all employees and departmental supervisors in general operations of the casino. This authority does not extend to the special operation of that department.
- Problems that arise when department manager is not on by duty will be reported to the department manager.
- Responsible for all comps in casino with those assigned by General Manager.
- Participate with General Manager in the review, implementation, and enforcement of guest service.
- Monitor implementation of standards, procedures, and performance.
- Attend and/ or conduct mandatory staff meeting or training meetings.
- Due to the dynamic Casino Environment from time to time, we require employees to be flexible and assume other responsibilities assigned by management.

MINIMUM QUALIFICATIONS:

- Must have High School diploma or G.E.D.
- Strong computer skills, ability to follow directions accurately, and delegate duties using good judgment when decision making.
- 5 years Casino Gaming Experience
- Ability to supervise, motivate, and maintain favorable working relationships with management and other departmental staff.
- Ability to enforce Gaming and departmental policies and procedures.
- Good time management, excellent communications and organizational skills
- Must meet licensing requirements per Tribal/State Compact.
- Must pass background checks and other pre-employment screenings.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.

OUR MISSION

Our Mission is to provide an exceptional and memorable experience to every Guest, every time. Each Team Member will demonstrate a high level of professionalism, provide a safe, clean and entertaining experience for all Guests, internal and external.

Integrity, Service, Professionalism, Value. This is our **PROMISE**.

Date Approved by the Public Enterprise Finance Commission (PEFC): 12/27/2016

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