



**POSTED: April 28<sup>th</sup>, 2025 DEADLINE: Until Filled**

### **JOB DESCRIPTION**

**POSITION: Casino Manager/Assistant General Manager**

**DEPARTMENT: Administration**

**REPORTS TO: General Manager**

**LOCATION: Casino Resort**

**EMPLOYMENT: Full-Time**

**PAY RATE: DOE**

**LICENSE STATUS: Key- Employee**

#### **DESCRIPTION:**

Provide high-level support to the General Manager and PEFC by overseeing daily operations, ensuring excellent guest service, and maintaining a smooth and efficient Casino Resort environment which consists of:

- 25,000 sq. feet of gaming floor with over 500 slots, table games, an entertainment venue and bars.
- 132 hotel rooms with indoor pool, hot tub and sauna.
- A Northwoods themed restaurant.
- An 18-hole course covering 200 acres with ponds and woodlands throughout. Two of the ponds are involved with area restocking programs for trout and walleye.
- A full-service retail sport betting lounge
- A gas station/ convenience store

This includes implementing policies, managing staff, and monitoring staffing levels to ensure compliance with tribal and other applicable laws and regulations. This position will be required to conduct research, prepare reports, implement business strategies to achieve organizational and financial goals. Must be able to professionally and enthusiastically perform tasks at the direction of the General Manager inspiring the

collaboration of department heads to ensure effective and efficient operations across all business areas of the Casino. Focus to be placed on operational excellence, resource management and cross functional collaboration to drive the Casino Resort's financial success. Must maintain a high level of administrative and professional accuracy, accountability, attention to detail and confidentiality.

### **RESPONSIBILITIES:**

- Oversee the Casino Resort Operation at the direction of or in the absence of the General Manager.
- Assists with oversight of day-to-day administration and operational functions of the Casino while maximizing profitability of gaming operations in accordance with PEFC goals, objectives, policies, procedures and applicable law.
- Collaborates with the executive team in strategic planning efforts to development and achieve short and long-term goals to ensure revenue growth, efficient operations and expansion of the Northern Waters Casino offerings.
- Support and advise General Manager, Casino Management and PEFC in decision making.
- Foster a culture of appreciation, belonging, inclusivity, diversity, and equity to improve employee experience.
- Establishes and communicates job responsibilities and performance expectations to department heads and staff to ensure mutual understanding of desired outcomes.
- Communicates relevant information including major milestones, developments or concerns to department heads, staff, PEFC leadership and the Tribal community.
- Assist the General Manager and Casino Management in reviewing monthly financials to report on financial health of the Casino operation as well as explanation of variances to budgets, unforeseen expenditures, current/ongoing financial challenges.
- Present an annual operating and capital budget for gaming/hospitality operations for review, discussion and approval by the PEFC.
- Must develop working knowledge of, implement, and adhere to all NWCR Policies and Procedures, the LVD Gaming Ordinance, Tribal/State Gaming Compact, NIGC Minimum Internal Control Standards, Indian Gaming Regulatory Act, LVD Tribal Internal Control Standards, Title 31 Minimum Internal Control Standards, NWCR Casino Employee Handbook, and Administrative Department policy and procedure Manuals.
- Works together with General Manager, CFO, and Casino Management to establish and follow a financial plan to achieve the PEFC and Tribal Government's financial goals, including tracking expenditures and staff productivity.
- Works efficiently and equitably across all organizational Departments, including LVD Tribal Government Departments and the public as a direct representative of the Casino.
- Works in coordination with TGRA and Casino Management to develop the System of Internal Controls (SICS) which consists of written policies, procedures, and standard practices to maintain compliance through NIGC regulations.
- Attends all Management, PEFC and property meetings
- Demonstrates continuous effort to improve operations, decrease turnaround time, streamline processes, and generate revenue.
- Maintain confidentiality of all privileged information and willingness to sign a Confidentiality Agreement prior to commencement of employment.
- Knowledge of Casino Manning Documents and organizational structure.

- Application and understanding of budgeting, forecasting, financial controls, and profit/loss statements.
- Demonstrate poise and tact under pressure and handle matters with sound judgement and confidentiality.
- Provide special project leadership and support for completion of said projects.
- Possesses seamless and effective communication skills organization.
- Attend all necessary meetings and training facilitated by Management.
- Required to actively participate in the LVD/Northern Waters Safety Committee.
- Assume other relevant duties as assigned,

### **MINIMUM QUALIFICATIONS:**

- Bachelor's Degree in Business Administration, Casino Management, Finance or a minimum of 10 years' professional experience in Business Administration and multi-revenue departments.
- 5 years of experience in the Gaming industry and a working knowledge of the regulations governing gaming operations.
  - A minimum of 5 years of supervisory/leadership experience.
  - Must be highly organized, goal-oriented with a strong ability to multi-task.
  - Possess excellent time-management and problem-solving skills.
  - Must possess the ability to communicate fluently to a variety of audiences both orally and through written correspondence.
  - Ability to work cooperatively and professionally with the PEFC, Casino Management, Department staff, the TGRA and Tribal Government team members.
  - Ability to maintain the highest standards of confidentiality.
  - Ability to maintain a professional appearance and demeanor, especially when faced with critical situations or unforeseen circumstances.
  - Ability to create and manage strong teams and foster team member engagement.
  - Ability to establish priorities and meet deadlines in a complex, fast-paced business environment.
  - Ability to understand and interpret complex statutes, ordinances, regulations, and standards.
  - Ability to analyze situations and adopt appropriate courses of action by making solid decisions and exercising independent judgement.
  - Skill in analyzing problems, projecting consequences, identifying solutions and implementing recommendations.
  - Proficient with Microsoft Office applications, player tracking databases, and other technological aids used in managing Casino operations
  - Must pass background checks, score adequately on skills based testing and complete other pre-employment screenings necessary to receive and maintain a Gaming License.

**PREFERRED QUALIFICATIONS:**

- Masters Degree in Business Administration, Organizational Leadership, Accounting, Finance or a similar field.

*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.*

**PREFERENCE FOR HIRING:**

Preference shall be given when it is established that the applicant meets the qualifications as stated in the job description. The following order shall be adhered to for hiring:

- Enrolled LVD Tribal Member
- Parents/Legal Guardian of LVD Tribal member children and spouses of Tribal Members
- Other Native Americans
- All Others

**Date Approved by LVD Gaming Commission:**

**Date Approved by the Public Enterprise Finance Commission (PEFC):** April 24, 2025

**Northern Waters Casino Resort**

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**Sign** \_\_\_\_\_ **Date** \_\_\_\_\_