



**POST: December 13<sup>th</sup>, 2024**

**DEADLINE: Until Filled**

### **JOB DESCRIPTION**

|                        |                                                   |
|------------------------|---------------------------------------------------|
| <b>POSITION:</b>       | <b>Shift Manager</b>                              |
| <b>DEPARTMENT:</b>     | <b>Casino Administration</b>                      |
| <b>LOCATION:</b>       | <b>Resort</b>                                     |
| <b>SUPERVISOR:</b>     | <b>General Manager</b>                            |
| <b>EMPLOYMENT:</b>     | <b>Full-Time</b>                                  |
| <b>PAY RATE:</b>       | <b>\$21.00 - \$30.00/Hour (Non-Exempt) D.O.E.</b> |
| <b>LICENSE STATUS:</b> | <b>Key-Employee</b>                               |

### **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 inform 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.
- Shall be required to read, implement, and adhere to all NWCR Policies and Procedures, 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, Administrative Department Policy and Procedure Manual.
- 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 of Manager on Duty in an emergency to ensure continuance in operation. If not qualified to do the 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 supervisors in general operations of the casino. This authority does not extend to the special operations of that department.
- Problems that arise when the department manager is not on 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 meetings 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.
- To remain in compliance with Casino Regulatory policies and procedures, employees are required to attend all necessary meetings and trainings facilitated by Management.
- Required to actively participate in the LVD/Northern Waters Safety Committee.

#### **MINIMUM QUALIFICATIONS:**

- Must have a 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 necessary to receive and maintain a Gaming License.

*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: 05/16/2023.

Date Approved by the Public Enterprise Finance Commission (PEFC): 08/29/2023.

Northern Waters Casino Resort

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