

Job Description

Title: Casino Manager

Department: Gaming

Position Reports To: Gaming Manager

Date Revised: 09 2017

I. General Summary

The Casino Manager is responsible for assisting the Gaming Manager in overseeing all aspects of gaming operations at all Plains Art Museum Casino sites. Primary duties include effective supervision of the casino staff in a manner that achieves and maximizes earning potential; complete all reports and paperwork accurately and in a timely manner; represent the Plains Art Museum professionally. This is a exempt non tipped position.

II. Principle Duties and Responsibilities

- Oversee all daily operations of the casino.
 - Interview, select, and coach staff to achieve organization's commitment to professionalism and excellent guest service.
 - Supervise staff and shift managers promoting a positive working atmosphere.
 - Review and assist in updating Casino manuals.
 - Oversee timely completion of performance evaluations. Make recommendations to the Gaming Manager for promotion, discipline of employees.
 - Preparation of all Casino staff work schedules.
 - Responsible for Casino gaming operation's compliance with federal, state and local laws and regulations, as well as organizational policies, procedures and internal controls.
 - Coordinate ordering, receipt, storage and issuing of inventories.
 - Participate in limited scope review process.
 - Monitor safety conditions and the employee's conformance with safety and security procedures. Investigate and document any incidents
 - Secure and protect the organizations assets including facility and equipment management.
 - Assist in the development and implementation of an approved operations budget for casino sites.
 - Provide assistance in the coordination and oversight of the security systems of the casino.
 - Responsible for preparing and maintaining appropriate personnel records and documentation.
 - Provide clear verbal and written communications.
 - Perform other duties as assigned.
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III. Background

Supervision - Supervise, train, and motivate Casino staff.

Confidentiality - This position requires a working knowledge of Casino operations, which includes financial and personnel information. High ethical standards of integrity, understanding, and diplomacy are required.

Mental Application - This position requires problem solving skills, flexibility and anticipation of circumstances in order to meet responsibilities. The majority of work is governed by established policies and procedures.

Responsibilities - Guest service is crucial. Must be able to influence and lead the staff of Casino in a positive, diplomatic and efficient manner. Serve as an ambassador for the Plains Art Museum.

Contacts-Internal and External - Internal contacts include all divisions, including Human Resources, and Accounting. External contacts include vendors, Casino site management and staff, and the public.

Magnitude and Scope -This position reports to the Gaming Manager and keeps the manager informed of all essential information about the facility, guests, staff, landlord, to ensure excellent guest service.

IV. Conditions of Employment

Working Conditions - Some travel in town and out of town is necessary.

Equipment Operations - The position requires working knowledge of computer, printer, calculator, telephone, and other equipment.

V. Specifications

Education - The position requires some post-secondary education, or equivalent training, preferably in management, business, or communications..

Experience - One-year casino gaming, with two or more years of supervision. Prefer a minimum of three years in progressively responsible management positions within a casino or related environment. Sales or service industry experience helpful.

Abilities – A working knowledge of applicable gaming laws and regulations preferred. Must be able to speak clearly and effectively listen to staff and customers to enhance professionalism and provide a positive work environment. Must have ability to speak, read, write and understand the English language. Strong decision making skills necessary. Must have the ability to work individually as well as part of a team. Good math skills necessary.

VI. Essential Functions

Must be able to communicate clearly and listen attentively to employees, staff members and customers. Must be able to stand for long periods of time and exhibit mobility to move to various locations within the casino. Must have ability to communicate clearly in written and verbal forms, conduct meetings, possess finger dexterity to operate computer keyboard, calculator, etc., visual acuity and hearing. Must be able to stoop, bend, balance, climb, crouch, kneel, sit, twist, and perform extensive or repetitive arm/wrist motions. Must be able to lift and carry ten pounds continuously and push/pull twenty-five pounds on a consistent basis.

(Clearly Print Name)

Employee Print Name _____

Employee Signature _____

Date _____