

Job Description

Title: Charitable Casino Manager

Department: Charitable Gaming

Position Reports to: Charitable Gaming Manager

Date Revised: May 2021

I. General Summary

The Charitable Casino Manager is responsible for overseeing all aspects of Plains Art Museum charitable casino operations, which supports the Plains Art Museum’s mission. This position is a key member of the Plains Art Museum management team. Working with and reporting to the Charitable Gaming Manager, the primary duties include maximization of financial performance, customer satisfaction, staff development, compliance with applicable laws and regulations and securing and protecting the organization’s assets, including the gaming facility and equipment.

II. Principle Duties and Responsibilities

- Manage the Museum’s charitable casino operation which includes four charitable casino sites
- Direct supervision of several shift managers and dozens of charitable gaming employees
- Work with Charitable Gaming Manager to support the development and implementation of goals to propel net income, employee and customer satisfaction
- Interview, select, schedule, and manage front-line and supervisory staff.
- Implement successful staff training and scheduling, and establish customer service standards.
- Fill in to implement a variety of game types as demanded by the schedule.
- Oversee timely completion of annual performance evaluations for front line casino staff members; make recommendations on pay rate, promotion, discipline and termination of employees.
- Attend charitable gaming meetings on site and at the Museum
- Work with Charitable Gaming Manger to ensure compliance with federal, state and local laws and regulations, as well as organizational policies, procedures and internal controls.
- Work with Charitable Gaming Manger to manage relationships and rental documentation agreements with site partners.
- Work with Charitable Gaming Manger to implement inventory process and participate in limited scope review process.
- Responsible for coordinating and overseeing the surveillance activities of the casino.
- Secure and protect the organizations assets including facility and equipment management.
- Monitor safety conditions and employee’s conformance with safety and security procedures.
- Provide clear verbal and written communications.
- Perform other duties as assigned.

III. Background

Supervision - Manages, trains, motivates and supervises all Charitable Casino staff.

Confidentiality - This position requires a working knowledge of all aspects of charitable casino operations, which includes financial and personnel. 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 - Customer service is crucial. Must be able to lead the casino staff in an efficient and effective manner. Must serve as a representative for the museum in a highly professional manner.

Contacts-Internal and External - Internal contacts include Charitable Gaming staff and the Museum's Earned Income leadership. External contacts include site partners, vendors, and the diverse constituents of the general public.

Magnitude and Scope - Adherence to a yearly budget is essential.

IV. Conditions of Employment

Working Conditions - The position takes place in bar and office environments. Some travel in town and out of town is required

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

V. Specifications

Experience - Prefer progressively responsible management work within a casino or related environment. Some management experience necessary.

Abilities - Preference for a working knowledge of applicable charitable gaming laws and regulations. Must be able to speak clearly and listen attentively to staff and customers to enhance professionalism and provide a positive work atmosphere. Must be able to work independently as well as part of a team.

VI. Essential Functions

Must be able to communicate clearly and listen attentively to employees, staff members, and customers. Must 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 five pounds continuously and push/pull twenty-five pounds on a consistent basis. May be required to perform diverse physical tasks as they arise during the normal course of business.

(Clearly Print Name)

Employee Print Name _____

Employee Signature _____ **Date** _____