



C O R P O R A T I O N

VACANCY ANNOUNCEMENT

RECRUITMENT# 08-038

POSITION: CASINO SHIFT MANAGER

RESPONSIBLE TO Table Games Manager

SALARY: Grade 9 \$41,375 - \$53,985 Annually/Full Benefits
Grade 10 \$46,340 - \$60,463 Annually/Full Benefits

Wage is determined by funding, experience, and training level and normally is not above mid-range.

CLASSIFICATION: Management, Salaried, Regular, Full Time

SECURITY CLEARANCE: High

BENEFITS: Eligible employees (working 32 hours or more) receive medical, dental, and vision insurance, 401 (k) retirement plan, life and accidental death and dismemberment insurance, flexible spending accounts, supplemental life insurance, and employee assistance program. Additional benefits include company paid holidays, sick leave, vacation, paid jury duty, paid bereavement leave, and employee discounts.

INTRODUCTION

The Casino Shift Manager is primarily responsible for the efficient operation of all table games and may perform other duties as assigned by the Table Games Manager. The Casino Shift Manager is also responsible for ensuring that all operations run smoothly and in a timely manner on the casino floor on their shift.

MAJOR DUTIES AND RESPONSIBILITIES

1. Oversee the direction and management of the Table Games Department of all functions and activities during their shift.
2. Perform supervisory functions for Table Games personnel, including but not limited to, staffing, schedules, performance, evaluations, leave requests, and employee development as assigned by the Table Games Manager.
3. Exercise the full range of supervisory duties. Perform overall work schedules, personally discuss the progress of work and problem areas as they arise. Recommend employee training and ensure that training opportunities are provided. Resolve complaints or minor grievances, and advise employees on matters related to less than adequate performance.

Keep employees informed of management policies and goals for Table Games Department.

4. Responsible for informing the Table Games Manager of any potential new games for the Casino.
5. Responsible for all Short-Pays, Jackpots over \$5,000, escorting patrons for promotional pay-outs, determining valid ticket pay, and voids on registers.
6. Ensure that staffing requirements in the Table Games Department meet business needs and requirements.
7. Maintain the integrity of Table Games being dealt.
8. Offer support to dealers with problems as they relate to games being dealt.
9. Keep surveillance informed to comply with internal controls.
10. Maintain a positive customer atmosphere in the Black Jack Pit and ensure excellent and professional employee and guest relations.
11. Responsible for addressing all customer concerns on the casino floor and keeping the Table Games Manager apprised of all situations.
12. Maintain all assigned records and reports in accordance with department regulations in a timely and accurate manner.
13. Responsible for key control within the Pit.

ADDITIONAL DUTIES

1. Adheres to casino standards for guest service and confidentiality.
2. Refers guest problems or complaints to appropriate supervisors according to casino policies.
3. Reports and documents any observed or known safety hazard, conditions or unsafe practices and procedures to management immediately.
4. Performs other job-related duties as directed.

KNOWLEDGE, SKILLS AND ABILITIES

In-depth knowledge of Table Games rules, regulations, procedures and policies.

Professional knowledge of management concepts, principles, and practices applicable to the full range of duties concerned with the management of Table Games.

Ability to comprehend, interpret, and convey complex regulations, procedures and laws.

Ability to provide effective leadership in order to attain a team player atmosphere.

Ability to ensure that exemplary customer service is being provided.

Ability to communicate clearly with staff both orally and in writing.

Willingness to work an irregular schedule, which includes evenings, weekends, and holidays.

Ability to maintain confidentiality of records and information pertinent to the nature of the work.

SUPERVISORY CONTROLS

The Casino Shift Manager works under the supervision of the Table Games Manager, who outlines and identifies goals and objectives of the Table Games and provides general direction. The supervisor assists with unusual situations that do not have clear precedents or when clarification or interpretation of policies/regulations are in question.

The Casino Shift Manager must be able to work independently, resolve problems on the basis of past precedent; exercise judgment in interpreting guidelines and applicability.

QUALIFICATIONS, EDUCATION AND EXPERIENCE

- High School Diploma or equivalent. **REQUIRED**
- Non-Indians must be at least 21 years of age. **REQUIRED**
- Enrolled Indians who are at least eighteen (18) years of age. **REQUIRED**
- Associate Degree in Business or related field. **PREFERRED**
- 136 hours of training in Black Jack. **PREFERRED**
- Three (3) years experience in a casino at a supervisory level, **PREFERRED**. One (1) year. **REQUIRED**
- Demonstrated knowledge of gaming laws and regulations for Table Games. **REQUIRED**
- Two (2) years in a customer service related field. **PREFERRED**
- Must submit to and clear an Alcohol/Drug Screen. **REQUIRED**
- Must be Licensable by the Klamath Tribes Gaming Regulatory Commission. **REQUIRED**
- Indian Preference will apply.

APPLICATION PROCEDURES

Submit a *Kla-Mo-Ya Casino Application for Employment* with supporting documentation to:

Kla-Mo-Ya Casino
Attention: Human Resources
34333 Hwy. 97 N.
Chiloquin, OR 97624

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR KLA-MO-YA CASINO POSITIONS.

PLEASE NOTE If requirements are not met, i.e., submission of a resume in lieu of a Kla-Mo-Ya Casino application, or not including required certification, your application **will not** be reviewed and will be disqualified.

Indian Preference will apply. In accordance with the Kla-Mo-Ya Casino Team Member Handbook, priority selection will be given to the qualified applicants who present proof of eligibility for Indian Preference.

Applications will not be returned.

ACKNOWLEDGEMENT

This job description is intended to provide an overview of the requirements of the position. It is not necessarily all-inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

SPECIAL REQUIREMENTS

Chosen applicants will be required by the Klamath Tribes Gaming Regulatory Commission, to complete a Personal Disclosure Application, which includes photograph and fingerprints, for a background investigation to determine suitability for a gaming license. Must qualify for a gaming license, and must pay Licensing Fee to the Klamath Tribes Gaming Regulatory Commission prior to working.