



# Ho-Chunk Nation

## Job Description



<b>TITLE:</b> Gaming Hall Manager		<b>JOB CODE:</b> GHMG	
<b>BUSINESS – AT WILL POSITION</b>		<b>EEO:</b> 1	<b>PAY GRADE:</b> 16
Exempt	Flex	<b>FUNDING SOURCE:</b> Gaming Revenue	<b>HO-CHUNK PREFERENCE</b>

*“All employees are subject to the Drug, Alcohol and Controlled Substance Policy.”*

*All employees will be required to attend orientation or training to attain knowledge of the history, culture and traditions of the Ho-Chunk Nation – Resolution 08-20-13K*

### **POSITION OVERVIEW**

Responsible for managing the overall direction, coordination and delegation of activities within the Bingo Department which ultimately enhances every interaction for our guests and employees; customer service is our top priority for both internal and external guests.

### **PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES**

1. Develop and write an annual business plan by March 1<sup>st</sup> of each year which will guide the marketing department on how to assist the Gaming Hall achieve its quarterly goals.
2. Meet or exceed annual bingo revenue and operating goals set by management with monthly reporting to the Executive Manager.
3. Meet or exceed bingo Key Performance Indicators and report to management.
  - a. Weekly average Guest Count
  - b. Maintain Guest service policy that in which the positive to negative ratio of comment cards is 3:1
4. Investigative report with corrective action plan if employee turnover rate increases above 50%
5. Respond to all customer comments and concerns with a 90% customer return rate.
6. Complete all subordinate annual and probationary reviews 10 days prior to review dates.
7. Semi-Monthly Staff Meetings with an agenda and minutes submitted to the Executive Manager.
8. Enforce daily compliance with National Indian Gaming Commission (NIGC) minimum internal controls standards (MICS) and Ho-Chunk Nation Gaming Commission Tribal Internal control manual for Class II & III. Mandate annual review of policies.
9. Enforce all audits (Independent, Special, and Gaming Commission) findings and ensure all exceptions are properly addressed and submitted to the auditors within in ten (10) business days.
10. Develop annual achievable operational benchmarks and five (5) year goals for property of control and staff.

### **JOB RESPONSIBILITY**

Job Reports to	Executive Manager
Leadership Accountability	Develops policy and strategic plans. Develops strategic plans and interprets policy. Implements operating plans. Direct and coordinate the administration and activities of gaming enterprise under the guidelines provided by the Ho-Chunk Nation Gaming Ordinance. Ensure compliance of all employees with established security, sales and record keeping procedures and practices.
Supervisory Accountability	Supervises management personnel. Supervises professionals and non-managers. Supervises associates below supervisory level. Develop and implement staff career development plans and training



	in accordance with approved personnel procedures. Plan, develop and implement an operational plan including the management of human resources.
Organizational Accountability	Manages department. Manages sub-unit of a department. Manages work group within a sub-unit of a department. Provide annual updates of a gaming business plan accompanied by a budget. Direct the administration of gaming enterprise.
Financial Accountability	Manages operating budget. Approves expenditures. Monitors expenditures. Review profit and loss statements along with other financial reports to aid in the preparation of monthly reports to be submitted to the Ho-Chunk Nation Legislature and the Ho-Chunk Nation Gaming Commission
Customer Accountability	Interfaces with officials and executives. Interfaces with regulatory authorities. Interfaces with outside customers. Interfaces with inside customers. Maintain current knowledge of gaming across the country and keep abreast of marketing changes.
Freedom to Act	Sets broad policies and objectives. Operates with significant independence. Subject to general input from supervisor. Subject to regular review by supervisor. Develop and maintain a five year business plan for all gaming activities to be approved by the Ho-Chunk Nation Legislature and the Ho-Chunk Nation Gaming Commission.

**MINIMUM QUALIFICATIONS**

**EDUCATION:**

1. Bachelor's Degree in Business Administration, Accounting, Administrative Management or Marketing is preferred, or a demonstrated successful experience in lieu of a formal degree.
2. Qualifications that may substitute for the college degree are defined as minimum of six (6) years combination of post-secondary education and experience in business management, retail business management, planning, marketing or gaming management. Candidates without a college degree may be required to develop and implement a career development plan, which will result in a college degree within a reasonable amount of time.

**ESSENTIAL:**

1. All casino employees will be subject to the Criminal and Background restrictions of the Ho-Chunk Nation.
2. Must be bondable, according to Tribal Policy.
3. Must be able to successfully complete Management Minded Supervision within one (1) year of hire date.

**EXPERIENCE:**

1. Minimum of two (2) years of directly related work experience is required.
2. Demonstrate capability, initiative, self-motivation, communication skills and ability to operate in a "team approach" environment.
3. Must have working knowledge of gaming operations or the ability to gain a working knowledge in six (6) months.
4. Must be able to provide three (3) letters of reference specifically addressing the applicant's Job Description.

**KNOWLEDGE, SKILLS, ABILITIES REQUIRED**

1. Working knowledge of computer systems from a systems-design perspective, including knowledge of personal computer and mainframe applications.
2. Must be able to effectively represent the gaming enterprises in public and must be experienced in communicating with computer, accounting and management professionals.
3. Monitor sales promotion, marketing and advertising activities for the gaming operation.



**WORK PLACE RESPONSIBILITY**

1. Maintains a safe and healthy work place environment.
2. Supervise the Bank, Concessions, Floor, Inventory, Maintenance, Sales and Security Supervisors.
3. Assist Supervisors in utilizing Ho-Chunk Nation Personnel Policies and Procedures in employee grievances.
4. Other duties as assigned by supervisor.

**WORKING CONDITIONS**

1. This job is in an office setting.
2. Must be able to monitor the sessions, employees and customers to ensure all are satisfied with the sessions.
3. Walking, and standing and lifting up to 30 lbs., on occasion.

\*KEY POSITION\*