



Ho-Chunk Nation

Job Description



TITLE: Retail Development Manager		JOB CODE: RDMN
Business	EEO: 2	PAY GRADE: 30
Exempt	Flex	FUNDING SOURCE: NPD
HO-CHUNK PREFERENCE		

"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

The Retail Development Director is responsible for the overall operations of the Ho-Chunk Nation's non-gaming enterprises 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. Responsible for overall operations of the Ho-Chunk Nation's non-gaming enterprises.
2. Insures all enterprises are successful in organizational efficiency and financial profitability.
3. Responsible for strategic planning, organizing, staffing, directing and controlling the Non-Gaming Division.
4. Develop and maintain a business plan for the non-gaming division and assist managers in writing plans for their enterprise.
5. Supervise Non-Gaming Division management staff.
6. Assist the Manager of Operations as liaison between the Enterprise group and the Non-Gaming Enterprise Division.
7. Review financial profit and loss statements, balance sheets and other financial reports that maintain operating budgetary control.
8. Strategically plan for continuous improvement of profitability, streamlining, and improving operations.
9. Develop or maintain information on industry standards, financial performances of non-gaming business, economic indicators, economic trends and other necessary information.
10. Develop, implement and supervise all marketing activities.
11. Represent the Non-Gaming Enterprise Division, must maintain a professional demeanor which promotes positive public relations.
12. Assist in the preparation of non-gaming enterprise analysis plus all informational and financial reporting.
13. Perform other duties as assigned within the scope of this job description.

JOB RESPONSIBILITY

Job Reports to	Supervisor – See Organizational Chart
Leadership Accountability	Develops strategic plans and interprets policy Implements operating plans
Supervisory Accountability	Supervises management personnel Supervises professionals and non-managers
Organizational Accountability	Manages sub-unit of a department
Financial Accountability	Approves expenditures Monitors expenditures



Customer Accountability	Interfaces with internal and external guests Interfaces with officials and executives
Freedom to Act	Sets objectives Operates with significant independence Subject to general input from supervisors

MINIMUM QUALIFICATIONS

EDUCATION:

1. Bachelor's Degree in Business Management, Business Administration or related field.

ESSENTIAL:

1. Must be able to analyze financial ratios.
2. Must be able to analyze financial statements.
3. Must be bondable.
4. Valid driver's license, dependable transportation and proper insurance.
5. Must be knowledgeable in Finance, Marketing, and Business Operations.

EXPERIENCE:

1. Minimum of ten years general work experience.
2. Minimum of five years managerial work experience.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Knowledge of the Ho-Chunk Nation and current gaming policies.
2. Strong leadership abilities to lead the Retail Enterprises.
3. Must have excellent written and verbal communication skills.
4. Must have excellent working computer knowledge of all relevant computer programs.
5. Must have knowledge of e-commerce.
6. Must have good negotiation skills.
7. Must be able to develop a marketing plan.
8. Exposure to retail, distribution, manufacturing, service industry, and production oriented businesses.
9. Familiar with trust land and associated tax issues.
10. Possess excellent oral/written communication skills and the ability to coordinate a high level of activity under a variety of conditions and constraints.
11. Must have strong management, planning, financial and organizational skills.
12. Must be knowledgeable of computers and business related software.

WORK PLACE RESPONSIBILITY

1. Maintains a safe and healthy work place environment.
2. The department manager ensures that all employees of the department receive appropriate training, counseling, and understand all of the applicable procedures so that they can safely do their assigned work.

WORKING CONDITIONS

1. Will work in an office environment, but the mission of the organization may take them to non-standard workplaces.
2. Will work a standard work week, but additionally will work occasionally evenings, weekends, additional hours to accommodate activities such as but not limited to boards meetings, and representing the marketing division at public events.
3. Adhere to the physical demands listed on the Physical Demands Worksheet.