



Ho-Chunk Nation

Job Description



TITLE: SLOT SHIFT OPERATIONS MANAGER		JOB CODE: SLOM
BUSINESS		EEO: 5
PAY GRADE: 17		HO-CHUNK PREFERENCE
EXEMPT	FLEX	

"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 Slot Shift Operations Manager is a supervisory position that is responsible for administering departmental policies affecting slot play and pay outs. This position will analyze facts in disputes to determine solutions within guidelines for guest satisfaction and supervise employees to accomplish guest service satisfaction which will ultimately enhance every interaction with our guests and employees; customer service is our top priority for both internal and external guests.

PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES

1. Provide prompt, efficient, accurate, and courteous service daily to casino guests in accordance with departmental and facility policies, procedures and standards.
2. Consistently maintain an approachable demeanor by smiling, making eye contact, and maintaining professional posture while being cognizant of guests needs.
3. Supervises personnel which includes scheduling, coordinating and directing day to day work activities of staff; assists and works with Slot Management and Supervisory staff to ensure operational effectiveness.
4. Keeps personnel abreast of new or revised information; answers questions, addresses employee concerns, counsels, recommends and/or implements personnel actions on an as needed basis.
5. Assist in the definition of project scope and objectives, involving all relevant departments and ensuring feasibility; coordinate internal resources and third parties/vendors to ensure successful execution and completion of projects on an as needed basis.
6. Continuously achieves operational objectives by contributing information and recommendations to senior management; implements productivity, quality, and customer service standards; resolves problems; ensures appropriate staffing; completes audits; identifies trends; determines operational improvements; implements change.
7. Consistently evaluates employee depth of knowledge within their position and beyond, identifies knowledge gaps and develops employees in order to achieve or exceed departmental standards.
8. Provides effective leadership daily to employees by communicating performance expectations, evaluating performance, recognizing positive performance, identifying opportunities for improvement, coaching and disciplining as necessary to achieve department goals while maintaining a professional and pleasant work environment.
9. Promptly addresses guest concerns or disputes while exhausting all resources within their authority, escalate as necessary and provide detailed information about the situation or concern to senior management on an as needed basis.
10. Possess a thorough working knowledge of various types of slot machines, their functions, malfunctions and payout schedules.
11. Possess thorough working knowledge of various types of casino management systems and their functions as it pertains to the Slot Department and our customers' experience.
12. Responsible for oversight of the department operations and all staff in the absence of the Director of Slot Operations.



13. Routinely discharges duties in a prompt, competent and reasonable manner.
14. Responsible for understanding and complying with Title 31 and Anti Money Laundering regulations and requirements while diligently monitoring and reporting any suspected violations.
15. Accurately completes paperwork within the policies outlined in departmental, Ho-Chunk Nation and Federal procedures and standards.
16. Continually improves knowledge and capability by seeking out training opportunities in the classroom and utilizing surrounding resources on a daily basis.
17. Reports to work on time, when scheduled, in a designated uniform while maintaining proper hygiene and personal care.
18. Other duties as assigned relevant to this position.

JOB RESPONSIBILITY

Job Reports to	Supervisor – See Organizational Chart
Leadership Accountability	Implements operating plans
Supervisory Accountability	Supervises associates below manager level
Organizational Accountability	Manages a work group within a subunit of a department/division
Financial Accountability	None
Customer Accountability	Interfaces with outside customers, Interfaces with inside customers
Freedom to Act	Operates with significant independence, Subject to general input from Director, Subject to regular review by Director

MINIMUM QUALIFICATIONS

EDUCATION:

1. High School Diploma or GED certificate required.
2. Two year degree in Business Management preferred.

ESSENTIAL:

1. All casino employees will be subject to the Criminal and Background restrictions of the Ho-Chunk Nation.
2. Must be bondable and licensable according to tribal policy.

EXPERIENCE:

1. Must have three (3) years of experience in Slot Floor Operations and/or Repair.
2. Must have three (3) years of supervisory experience.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Must be able to read, write and understand English.
2. Must have the ability to plan, organize, and coordinate complex work and maintain a high degree of accuracy.
3. Must have the ability to analyze complex processes and issues and make sound and balanced judgments with appropriate input as required.
4. Interact with the general public, staff, supervisors and department heads with diplomacy, tactfulness and fairness and resolve discrepancies in a professional manner.
5. Must have a strong work ethic.
6. Must be proficient in Microsoft Office Applications.
7. Must pass a Slot Shift Operations Manager test at time of interview.



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 applicable procedures so that they can safely complete their assigned work.

WORKING CONDITIONS

1. Office setting.
2. Occasionally while performing the duties of this job, the employee is exposed to moving mechanical parts, fumes or airborne particles, risk of electrical shock and second hand tobacco smoke. The noise level in the work environment is usually moderate.
3. See Physical Demands Sheet.

KEY POSITION