



Vacancy Announcement

Title:	Cage Manager
Reports To:	Director of Finance
Location:	Yreka, CA
Salary:	Grade level 11, depending on experience
Classification:	Full Time, Regular, Exempt, Non-Entry Level
Summary:	It is the responsibility of the Cage Manager to oversee all activities of Rain Rock Casino operations, including protecting the company's assets and controlling activity of the Cage personnel while performing excellent guest service. All duties are to be performed in accordance with federal, state, local laws, regulations, and ordinance, as well as department and Company policies, practices, and procedures.

Application Deadline: *Open Until Filled*

Applications are available at all Tribal Offices or on the Internet at www.rainrockcasino.com, just click on the tab for Rain Rock Casino. The Karuk Tribe's **(TERO) Preference and Drug & Alcohol Policy** apply. If selected applicants must successfully pass a drug screening test and be willing to submit to a criminal background check.

Job descriptions are available online at: www.rainrockcasino.com or by contacting the Human Resource Department, Telephone (530) 598-5445, Address: 777 Casino Way, Yreka, CA 96097, Email: dbernal@rainrockcasino.com



Position Description

Title: Cage Manager

Reports to: Director of Finance

Location: Yreka, CA

Salary: Grade Level 11, depending on experience

Classification: Full Time, Regular, Exempt, Non-Entry Level

Summary:

It is the responsibility of the Cage Manager to oversee all activities of Rain Rock Casino operations, including protecting the company's assets and controlling activity of the Cage personnel while performing excellent guest service. All duties are to be performed in accordance with federal, state, local laws, regulations, and ordinances, as well as department and Company policies, practices, and procedures.

Responsibilities:

1. Manages the Cage Operations team to include efficient staffing, team member development and training, performance management and policy enforcement.
2. Schedules team appropriately to meet business needs and adjusts accordingly.
3. Advises senior management of major cage exceptions.
4. Directs the development of Cage Cashiers and Bankers.
5. Monitors all operational areas for efficiency and effectiveness.
6. In a timely manner, escalates issues of potential importance, to include but not limited to; staffing, challenging team member relations issues, procedural violations, regulatory violations, and operational or guest relations breakdowns.
7. Promotes and maintains the highest level of customer service to all guests while staying alert to their needs.
8. Resolves guest complaints within scope of authority; otherwise refers the matter to management.
9. Identify and implement new, innovative methods of efficient cash flow management including cash delivery to guests to reduce demand on cage operations.
10. Monitor cage operations to ensure adherence to all EGS compliance, Title 31, CTR, SARC, MTL and Anti-Money Laundering requirements.
11. Handles team members in professional, courteous and diplomatic manner.
12. Implement and model guest experience standards drive higher levels of guest satisfaction.

13. Maintain effective channels of communication between the gaming management, surveillance and audit teams.
14. Responsible and accountable for all cage, bank, kiosk and count functions, oversight and duties.
15. Provide information and explain Players Club benefits, property amenities & marketing programs to our guests.
16. Communicate effectively both orally and in writing.
17. Shall be polite and maintain a priority system in accepting other position related job duties as assigned.

WORKING CONDITIONS & ENVIRONMENT

1. The noise level in the work environment is usually loud.
2. Must be available to work in a smoke-filled environment.
3. Must be able to multitask.
4. Must be able to stand for long periods of time.
5. Must be able to handle mental and physical stress.
6. Must be able to move up to 25 pounds.

Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge and skills or abilities required.

1. Must be at least 21 years of age
2. Bachelor's degree in business, accounting or related field (preferred).
3. Five (5) years' supervisory or management experience in casino cage (required)
4. Eight (8) years' money handling experience (i.e. banking, cage etc.) (required).
5. Previous gaming experience (preferred).
6. Must have computer experience.
7. Good customer service skills
8. Good public relations skills; professional appearance and demeanor.
9. Must possess reasonable ability to communicate in English.
10. Highly self-motivated and directed.
11. Good verbal and written communications skills.
12. Keen attention to detail.
13. Proven analytical, evaluative, and problem-solving abilities.
14. Ability to effectively prioritize and execute tasks in a high-pressure environment.
15. Extensive experience working in a team-oriented, collaborative environment.
16. Must possess and maintain a valid state driver's license and be insurable by the RRC's insurance carrier.
17. Willing to travel and participate in training as recommended or required.
18. Must have a Tribal Gaming License (or the ability to obtain and maintain a license) as a requirement for this position.
19. Must have employment eligibility in the U.S.
20. Must adhere to confidentiality policy.
21. Must successfully pass a drug screening test and criminal background check.

22. Indian preference will be observed in the hiring process.

Veteran's Preference: It shall be the policy of the Karuk Tribe and Rain Rock Casino to provide preference in hiring to qualified applicants claiming Veteran's Preference who have been discharged from the United States Armed Forces with honorable and under honorable conditions.

ACKNOWLEDGEMENT

I hereby acknowledge that I have read and reviewed this Job Description with my Team Leader. I also acknowledge that I have full and complete understanding of this Job Description and agree to the above noted Duties, Responsibilities, Requirements and Conditions.

Team Member Name	Signature	Date
------------------	-----------	------

Team Leader Name	Signature	Date
------------------	-----------	------

Council Approved: *(date)*
Original to HR
Copy to Team Member
Copy to Team Leader