



Vacancy Announcement

Karuk Tribal Member Only

- Title:** Property Shift Manager
- Reports To:** Vice President/Asst. General Manager
- Location:** Yreka, CA
- Salary:** Grade 10, depending on experience
- Classification:** Full Time, Regular, Exempt, Non-Entry Level
- Summary:** Responsible for facilitating communications, assisting with handling guest requests and disputes, as well as supporting, motivating and assisting staff to ensure that operations are conducted in a manner that is consistent with all applicable tribal, state, and federal gaming laws and regulations. The PSM acts as the Senior Manager on Duty in the absence of Department Managers and will be responsible for the supervision of all casino operational areas on their assigned shift. The PSM must always ensure protection of company assets through effective management of the Casino Operations departments.

Application Deadline: Open Until Filled

Applications are available at all Tribal Offices or on the Internet at www.rainrockcasino.com

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, Fax: (530) 493-5322, Email: dbernal@rainrockcasino.com



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Responsibilities:

1. Must have the ability to communicate effectively in verbal and written formats with both internal and external guests.
2. Ability to work well with others and under stressful conditions.
3. Ability to handle several projects and tasks at the same time.
4. Ability to lead by example and act as a positive role model.
5. Ability to maintain a positive, calm, professional and friendly demeanor in all situations.
6. Ability to provide sound and measurable backup to support any/all recommendations for change.
7. Ability to supervise, coordinate, direct and assign work.
8. Ability to facilitate teamwork.
9. Able to maintain the highest level of confidentiality.
10. Able to quickly adapt to changing priorities.
11. Excellent problem-solving skills.
12. Highly organized and detail oriented.

WORKING SKILLS & KNOWLEDGE

This position will be trained and tested with the outcome of having gained proficient knowledge of all Casino Property Operations Departments. Successful Candidates will be able to demonstrate the skills or knowledge outlined below at the conclusion of their training. **Candidates must be willing and able to commit to a 3-5 year training program.**

1. Proficiency in utilizing and accessing all property systems, as necessary, in order to troubleshoot, assist or analyze information gathered for sound decision making. This includes, but is not limited to, Super Playmate, Omniview, Agilisys, Cage and Cummins equipment, Elevator equipment, HVAC and Fire Alarm Systems, and Audio systems.
2. Ability to read, analyze and interpret common gaming documents, player statistics and procedural manuals.
3. Ability to analyze a guests level of play and when needed make appropriate comp decisions.
4. Complete knowledge of the Rewards program, its benefits, property amenities and marketing programs offered to our guests.
5. When needed must be able to perform duties throughout the various departments within the operations, not limited to Slots, Table Games, F & B, Rewards, Security, Cage, and EVS.
6. Knowledge and ability to raise service and quality standards through ensuring that Rain Rock Casino's Team Member conduct are being upheld as outlined in the TM Handbook.
7. Knowledge of Gaming Commission policies, procedures and guidelines
8. Will be knowledgeable and demonstrate compliance with all Departmental approved policies and procedures and SIC's
9. Follows all operating procedure and safety regulations.
10. Will obtain and maintain a current First/Aid CPR certification and ABC Liquor Control Card and Food Handlers card.
11. The PSM will create a friendly work atmosphere and communicate an 'Open Door' policy to all Team Members to resolve disputes as necessary during their assigned shift.
12. Will work toward resolving guest complaints and assist with guest incidents in a helpful, courteous, and constructive manner, and if necessary, reviews available documentation, video or incident reports to arrive at sound and reasonable resolutions.
13. Will provide regular communication with all levels of management and provide recommendations on improving effectiveness on the property operations through daily shift reports to the Vice President / Asst. General Manager and General Manager.
14. Will make decisions based upon the best interests of the company while following NIGC, MIC's, and departmental SIC rules and regulations.
15. Will be proficient in understanding and complying with Federal requirements for Anit-Money Laundering and Title 31 Reporting.

LEVEL OF ENVIRONMENT & PHYSICAL DEMANDS

1. Ability to work in a smoking environment with moderate to loud noise levels and varied light levels including flashing lights.
2. Ability to work a schedule that includes evenings, late nights, weekends and holidays.
3. Ability to stand and walk for majority of shift.
4. Ability to easily traverse the gaming floor.
5. Ability to lift or move at least 50 pounds.
6. Must be able to multi-task and stay calm in difficult situations.

