



## JOB DESCRIPTION

**POSITION TITLE:** Shift Manager  
**DEPARTMENT:** Security  
**SALARY:** DOQ  
**POSTING DATES:** 03/22/2018-04/05/2018 (Internal & External)

**Position Summary:** This position maintains an overview of the casino operations during assigned shift ensuring that the services for our guests are being delivered by all departments in a timely fashion and are in accordance with company policy.

**Major Duties and Responsibilities:** *A complete listing of job duties and responsibilities is available in the Human Resources Department.*

- In accordance with the established rules, policies, and procedures, assists department management in the appropriate actions as needed to insure the safeguarding of company assets and the health and safety of the guests and employees of the property.
- Maintains visual presence on Casino floor.
- Assists with customer and employee disputes, problems and objections that arise during shift, and attempt to resolve them in a fair and equitable manner. All such problems and resolutions will be reported to the Assistant General Manager.
- Assists department management during their shift with employees in the absence of department directors/managers.
- Generates the Suspicious Activity Report by Casinos (SARC) report and coordinates the process with Revenue Audit.
- Demonstrates positive guest and employee relations.
- Maintains thorough knowledge of Tribal and IRS regulations and the Spirit Lake Casino's MICS.

### **Job Requirements:**

#### **Education, Experience, and Certifications:**

- High School diploma or GED. Some college preferred.
- Three years of gaming and 2-4 years management experience preferred.
- Must be able to pass background investigation.

#### **Knowledge and Skills:**

- Good written and verbal communication skills.
- Skilled in established and maintaining effective working relationships with management and employees.
- Ability to maintain confidentiality of sensitive information.
- Customer service skills.
- Basic computer skills in data processing, word processing and spreadsheet applications.

This is a full-time, non-exempt position with full benefits. Submit application to the Human Resources Department. Native American preference applies.