



JOB DESCRIPTION

Position Title: Director of Gaming
Department: Administration
Salary: DOQ
Posting Dates: 1/10/25-1/31/25
Reports To: General Manager

Position Summary: The Director of Gaming is responsible for overseeing all gaming operations within the casino, ensuring compliance with regulatory requirements, maximizing profitability, and delivering an exceptional guest experience. This leadership role will work closely with department heads, the executive team, and regulatory agencies to maintain high operational standards and develop strategic initiatives that align with the casino's goals and tribal values.

Major Duties and Responsibilities:

- Manage all aspects of gaming operations, including slot machines, table games, poker rooms, bingo, and sportsbook, ensuring efficient and profitable performance.
- Ensure compliance with all tribal, state, and federal gaming regulations, maintaining the highest standards of integrity and security.
- Develop and implement strategies to increase revenue, enhance customer experience, and optimize gaming floor layouts based on market trends and customer feedback.
- Prepare and manage the gaming department's budget, including forecasting revenues, controlling expenses, and ensuring cost-effective operations.
- Lead, mentor, and develop gaming staff, including department managers and supervisors, fostering a culture of teamwork, professionalism, and continuous improvement.
- Monitor and enhance the guest experience on the gaming floor, implementing customer service standards and resolving escalated guest issues effectively.
- Utilize gaming data analytics to assess performance, identify trends, and make informed decisions regarding game mix, marketing promotions, and player development programs.
- Build and maintain relationships with key stakeholders, including vendors, regulatory bodies, tribal leaders, and community members.
- Work closely with the marketing team to develop promotions, tournaments, and loyalty programs that drive traffic and enhance player engagement.
- Ensure that all gaming operations adhere to safety and security protocols, including the safeguarding of assets, personnel, and patrons.
- Other duties as may be assigned.

Job Requirements:

- Bachelor's degree in Business Administration, Hospitality, Gaming Management, or a related field.
- Minimum of 7-10 years of experience in gaming operations, with at least 5 years in a senior management or director role within a casino environment.
- In-depth knowledge of gaming regulations, compliance, and industry standards.
- Strong leadership and team-building skills with a proven track record of managing large, diverse teams.
- Excellent communication, decision-making, and problem-solving abilities.
- Proficiency in gaming management systems and data analysis tools.
- Ability to work effectively with tribal leadership and understand tribal sovereignty issues.
- Must be able to pass background investigation.

- Experience working within a tribally owned gaming operation.
- Familiarity with cultural sensitivities and the ability to integrate tribal values into business operations.
- Strong financial acumen and experience managing multi-million-dollar budgets.
- Must be able to work in a fast-paced casino environment that includes exposure to noise, smoke, and varying levels of light.
- Availability to work weekends, holidays, and extended hours as needed.

This is a full-time, exempt position with full benefits. Native American preference applies.

