

PARAGON CASINO RESORT

Job Description

VICE PRESIDENT OF HUMAN RESOURCES & GUEST SERVICE

Department:	Human Resources	Reports to:	General Manager/Executive VP
Job Code:	VP01	License:	Gaming
Position Code:	VP002	Costing:	600 6200 6201
Pay Grade:	E12	Date:	5/11/18
EEO-1 Code:	1.1		

SUMMARY:

Responsible to provide the strategic direction, tactical planning and operational oversight for all Human Resource departments/functions including Recruitment, Licensing, Compensation, Benefits, Wellness, Communications, Employee Relations, Training and Organizational Development, Guest and Team Member Experience as well as Wardrobe Services operations. Develops and refines Paragon Casino Resort Guest Experience and Training initiatives using the appropriate analytics. Administers all Human Resource company policies and procedures and promotes superior guest service.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Responsible for all areas outlined within the position summary and direct supervision of the department team.
- Creates, develops and implements an effective strategy of organization within the Human Resources, Training and Uniform Departments, setting realistic objectives for high level of employee engagement and productivity.
- Formulates, administers and enforces departmental policies and performance standards and ensures property compliance with applicable Federal and State laws related to employment.
- Facilitates the creating and measurement of performance metrics for the property.
- Confers with General Manager, to review and resolve property wide and departmental Associate concerns, discussing needed changes and potential solutions.
- Develops, implements and directs proper procedures for Associate Counseling Notices, Terminations, and the Board of Review process, representing Paragon Casino Resort's interests in labor relations activities.
- Controls the Job Compendium and Policy and Procedure Manual for Paragon Casino Resort, updating as advised, and interpreting same to all Associates of the property, as needed.
- Directs the administration of the property-wide Compensation and Benefits program, ensuring equity and consistency throughout.
- Provides guidance and advice to all Vice Presidents and above within the company as it relates to human resource activities, application of employment-related laws and company policies.
- Cooperates with all other members of senior management of Paragon Casino Resort, to determine

Associate Development needs, and to assist in administering appropriate plans to achieve objectives.

- Evaluates all areas of responsibility for continuous improvement opportunities and develops plans to implement process improvements.
- Participates in special projects as requested by the General Manager and/or Paragon Casino Resort management team.
- Ensures the quality of Human Resources, Training and Uniform operations in all areas of the organization.
- Establishes performance and profit objectives for short-term and long-term goals.
- Serves as a coach and mentor both within the Human Resources division as well as within the enterprise.
- Manages and ensures a maximum level of guest service and satisfaction throughout the property, through employee engagement, guest service strategy meetings and all activities that correlate to guest loyalty.
- Facilitates the flow of information throughout the property, by organizing and presiding over regularly scheduled departmental meetings with all Human Resources, Training and Uniform Associates.
- Serves as a member of the Executive Operations Committee, attending weekly status meetings.
- Held accountable, to the highest degree, for the accuracy and thoroughness of departmental records and reports.

Paragon Casino Resort requires all Associates to consistently:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Exceed Guests expectations with quality and friendly service.
- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.
- Provide a safe working environment by complying with safety rules and reporting potential hazards.
- Comply with company performance standards and departmental policy and practices.
- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.
- Support training and development for all Associates.
- Communicate and share ideas, concerns and explain “Why” behind decisions.
- Maintain a consistent, regular attendance record.

SUPERVISORY REQUIREMENTS:

Directly supervises Human Resources, Guest Service and Wardrobe Departments; indirectly supervises the activities of all Associates in the Human Resources and Uniform Departments as well as property-wide adherence to established policies, procedures, controls and laws regarding employment.

REQUISITE QUALIFICATIONS:

The requisite qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Bachelor's degree in Business Administration, Human Resource Management or a related field and (7) years of progressive Human Resources / Guest Service & Training management experience within a high-paced, complex casino and/or hospitality environment. In lieu of 7 years of management experience, 10 years Human Resource Generalist experience within a high-paced, complex casino and/or hospitality environment or an equivalent combination of education and experience may be considered.

Qualifications: Excellent communication, conflict resolution, employment law and analytical skills required.

Must apply for, be granted and retain a valid Tribal Gaming License and State Gaming Certification during their employment with Paragon Casino Resort. Must have understanding of and abide by all regulations as stated in the Tribal-State Compact.

Language Skills: Ability to read, analyze, and interpret the most complex of documents, such as technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from guests, regulatory agencies, or members of the business community. Ability to effectively present information to top management, public groups, and/or Boards of Directors.

Mathematical Skills: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals, and work with mathematical concepts such as probability and statistical inference.

Reasoning Ability: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Physical Demands: The physical demands described here are representatives of those that must be met by an Associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties, of this job, the Associate is regularly required to talk or hear. The Associate is also regularly required to stand; walk; sit; and use hands to finger, handle, or feel objects, tools or controls. The Associate is occasionally required to reach with hands and arms, and to sit; climb or balance; and stoop, kneel, crouch or crawl.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an Associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet to moderate.