

# PARAGON CASINO RESORT

## Job Description

### RETAIL OPERATIONS SUPERVISOR

<b>Department:</b>	<b>Food &amp; Beverage</b>	<b>Reports to:</b>	<b>Movie Theater Retail Manager</b>
<b>Job Code:</b>	<b>SUP08</b>	<b>License:</b>	<b>Gaming</b>
<b>Position Code:</b>	<b>SUP024</b>	<b>Costing:</b>	<b>400 4000 4004</b>
<b>Pay Grade:</b>	<b>N6</b>	<b>Date:</b>	<b>11/11/20</b>
<b>EEO-1 Code:</b>	<b>9</b>		

#### **SUMMARY:**

Responsible for assisting when management is scheduled off, overseeing all aspects of Theater operations including efficiency, safety, optimum entertainment value and experience and the guest service and competence of all theater associates.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

- In the absence of management will assume the responsibilities of a Manager.
- Follows all Cinema, Retail and Tamahka Grill policies and procedures.
- Loads movies via HDD to the Central Server. Schedules all movies, adds trailer and ad packs and ensures movies are correct by scheduling and observing or having someone observe a quality control run for each film.
- Sets computerized controls on the projector, focuses and frames the film and adjusts the sound quality and volume during each feature film presentation.
- Ensures that each movie is started at the appropriate time.
- Cleans and maintains the projection booth area, projection and sound equipment to include: maintenance of the Xenon bulb, cleaning of lenses, and small repairs.
- Notifies management of any unusual situations or problems that cannot be resolved.
- Assists and supervises Cinema, Retail and Tamahka associates, in the absence of management, with the performance of their duties.
- Greets, assists and thanks guests in a polite, courteous, timely manner.
- Sells tickets for admission to Theater and provides information and details about films being shown.
- Maintains current knowledge of prices, time schedules, current features, ratings policies and Theater pass policy.
- Ensures the Cinema concession area is clean and completely stocked with all food items, paper products and other supplies and displayed attractively and priced correctly at opening and throughout

shift.

- Ensures all Retail areas (La. 1 and Voila) are clean and completely stocked with merchandise according to a floor plan prepared by the Venue Manager or Assistant Manager.
- Conducts regular inspections in the Tamahka Grill Kitchen according to ServeSafe guidelines and determines the kitchen is clean and sanitary and ready to prepare food in a safe and sanitary manner.
- Determines that the Tamahka Grill bar and dining areas are clean and ready for guest service.
- Assists the Assistant Manager or Manager as needed with Work schedule preparation, Time Sheets, Payroll reporting and product orders.
- Completes weekly and Month-end Cinema Concessions, Retail and Tamahka Grill Inventory and Perpetual Till Audits and Daily Till Count sheets and ensures Assistant Manager and Manager have required reports.
- Orders or assists in ordering products and supplies in all venues sufficient to maintain proper par levels for each item, including food, kitchen supplies and cleaning supplies.
- Performs other non-gaming duties as assigned.

***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 RESPONSIBILITIES:** Directly supervises the Lead Theater Attendant and indirectly supervises the Theater Attendants in the absence of management.

**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:** High school diploma or general education degree (GED) preferred. Previous experience with high performance theater projections and equipment preferred. Previous supervisory experience preferred.

**Qualifications:** Must be computer literate and have previous experience with computerized sales and projection systems.

**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 comprehend basic instructions furnished in oral, written or diagram form.

**Mathematical Skills:** Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.

**Reasoning Ability:** Ability to define problems, collect data, establish facts and draw valid conclusions.

**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, 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.

Must be able to lift 25lbs.

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 moderate. During Theater events, the noise level increases to loud. The casino environment is usually smoky.