

PARAGON CASINO RESORT

Job Description

GAMING OPERATIONS ASSISTANT SHIFT MANAGER

Department:	Gaming Administration	Reports to:	Gaming Operations Shift Manager
Job Code:	ASM04	License:	Gaming
Position Code:	ASM105	Costing:	100 1000 1001
Pay Grade:	E9	Date:	9/26/18
EEO-1 Code:	1.2		

SUMMARY:

Responsible for assisting in the implementation and ensurance of all operations of casino Table Games and Slot performances are in compliance with Paragon Casino Resort's policy and procedures, mission and objectives and Gaming regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- In the absence of the Gaming Manager, assumes all responsibilities of the gaming floor.
- Assists the Gaming Manager with approving all opening and closing of games.
- Approves large credit limits, large check cashing, and all comps in Gaming department.
- Ensures all inventory supplies are maintained. Monitors the security of distributing cards, dice, etc.
- Responsible for verifying and ensuring payouts of large jackpots are properly executed.
- Assists Gaming Managers with scheduling associates and ensuring correct staffing levels and adjustments are made in accordance with guest needs.
- Monitors job performance progress of Associates and provides feedback on same to aid the Associate in developing and enhancing skills.
- Provides input to slot manager and department heads concerning operational deficiencies and areas in need of attention.
- Aids gaming manager with administrative needs i.e. record keeping, time reports and counseling notices.
- Conducts investigations into the resolution of disputes to ensure compliance with company policies.
- Maintains current knowledge of local jurisdiction gaming laws (federal, state, compact, etc.) and attendant regulations as well as Paragon Casino Resort internal controls.
- Responsible for reviewing and managing all documentation/operations produced in the area of Title 31 taking place on their shift. Reports all suspicious activity to Title 31/Credit Department immediately.
- Implements, monitors and mentors in the mandatory education of associates on Title 31 Compliance.
- All other 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 Gaming Associates on assigned shifts; indirectly supervises all other Table Games and Slot associates.

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) with two to five (5) years experience in gaming supervision required. Minimum of one years working in both table games and slots preferred.

Qualifications/Requirements: Strong organizational and interpersonal skills required. Must attend Title 31 Training Class and receive a passing score on the testing every six months.

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 and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of guests or Associates of the organization.

Mathematical Skills: Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

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; 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 loud. The casino environment is usually smoky.