

# PARAGON CASINO RESORT

## Job Description

### ROXY'S SHIFT SUPERVISOR

<b>Department:</b>	<b>Food &amp; Beverage</b>	<b>Reports to:</b>	<b>Roxy's Restaurant Manager</b>
<b>Job Code:</b>	<b>SSV02</b>	<b>License:</b>	<b>Non-Gaming</b>
<b>Position Code:</b>	<b>SSV005</b>	<b>Costing:</b>	<b>300 3010 3012</b>
<b>Pay Grade:</b>	<b>E6</b>	<b>Date:</b>	<b>11/01/19</b>
<b>EEO-1 Code:</b>	<b>5</b>		

#### **SUMMARY:**

Responsible for ensuring the operations of the venue and Associate performances are in accordance with Paragon Casino Resort policy and procedures and Gaming regulations, on an assigned shift. May serve as Relief Supervisor to all Venues as assigned by Senior F&B Management.

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

- Enforces performance standards, policies and procedures as they relate to the Venue operations, monitors Food Server service on the dining floor, and ensures smooth and efficient operations on a continual basis.
- Ensures the highest possible standards of Guest service and Associate relations are maintained and carried out in a fair and equitable manner.
- Responsible for compliance with all health and safety standards/regulations as well as all applicable beverage, federal, state, and local laws/ordinances.
- Assists Venue manager with scheduling of Associates and ensures correct staffing levels and adjustments are made in accordance with guests needs.
- Monitors job performance of all Venue Service associates and provides feedback on same to aid the Associates in developing and enhancing skills.
- Provides input to the Venue Manager concerning operational deficiencies and areas in need of improvement.
- Reviews and makes recommendations and suggestions to hire, suspend, transfer, promote, evaluate, discipline and terminate all service associates in a fair and equitable manner.
- Responsible for listening to, evaluating and handling Guest complaints in a way that satisfies the guest.
- Maintains current knowledge of local jurisdiction gaming laws (federal, state, compact, etc.) and attendant regulations as well as Paragon Casino Resort internal controls, policies and procedures.
- 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 all service Associates on assigned shift.

### **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) required. One (1) year Restaurant Management experience or two (2) years supervisory experience preferred.

**Qualifications:** Strong interpersonal and communicational skills required.

**Must apply for, be granted and retain a valid Tribal Gaming License 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 instruction, 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 occasionally use hand 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.

The Associate is occasionally required to lift up to twenty five (25) pounds.

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 to loud. The casino environment is usually smoky.