

PARAGON CASINO RESORT

Job Description

ENVIRONMENTAL SERVICES SHIFT MANAGER

Department:	Facilities	Reports to:	Assistant General Manager
Job Code:	SMR01	License:	Non-Gaming
Position Code:	SMR001	Costing:	880 8800 8812
Pay Grade:	E7	Date:	12/10/19
EEO-1 Code:	1.2		

SUMMARY:

Responsible for implementing and ensuring all housekeeping operations on assigned shift are in accordance with Paragon Casino Resort's policies and procedures and high standard levels.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Ensures all Paragon Casino Resort policies and procedures are adhered to in the EVS department on assigned shift.
- Ensures that all cleaning materials, chemicals, and equipment are used in accordance with manufacturer's instructions.
- Maintains strict adherence that all OSHA Safety rules and regulations are followed.
- Responsible for the supervision and coordination of Housekeeping staff activities throughout the casino ensuring approved standards of cleanliness is displayed.
- Selects, trains, supervises and evaluates EVS Department Associates.
- Makes recommendations and suggestions to hire, promote, evaluate, reward, discipline and discharge of all housekeeping Associates.
- Responsible for Associates complying with established safety precautions.
- Responsible for advising management of repairs and replacements necessary in assigned areas and is accountable for cleanliness and overall condition of the public areas, restrooms and offices.
- Interacts with guests and other casino departments in a professional and courteous manner.
- 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 Lead Environmental Services Engineers on an assigned shift; indirectly supervises all Environmental Services Engineers.

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 with five (5) years minimum experience in housekeeping supervisory position required.

Qualifications: Strong organizational and interpersonal skills required. Must be computer literate.

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 and Associates of the organization.

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. 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, 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.

The Associate must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 50 pounds, and occasionally lift and/or move more than 100 pounds.

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

While performing the duties of this job, the Associate regularly works near moving mechanical parts and is regularly exposed to risk of electrical shock and vibrations.

The Associate occasionally works in high, precarious places and in outside weather conditions and is occasionally exposed to extreme heat.

The noise level in the work environment is usually moderate. When on the casino floor, the noise level increases to loud. The casino environment is usually smoky.