

PARAGON CASINO RESORT

Job Description

TRAINING COORDINATOR

Department:	Training	Reports to:	Dir of Training & Guest Experience
Job Code:	COR10	License:	Gaming
Position Code:	COR008	Costing:	600 6300 6301
Pay Grade:	N6	Date:	7/5/24
EEO-1 Code:	6		

SUMMARY:

The Training Coordinator is responsible for assisting the Training Department staff with implementing programs and processes to develop company employees. This position will have a primary focus on Hospitality (Restaurants & Hotel) Job Skills. A Training Coordinator will require hands on collaborations with associates in their working environments.

ESSENTIAL FUNCTIONS

- Work collaboratively with the Training, HR and Hospitality departments to develop, assess, implement, audit, and improve training needs within the company.
- Provide general administrative assistance to the Training Department.
- Develop and maintain a digital filing system ensuring that all the training materials are up to date and easily accessible.
- Provide necessary training support to ensure effective training and operation systems are in place and being properly utilized.
- Update training documents as requested from the Training / HR department.
- Collaborate with the various Departments such as, Food & Beverage and Hotel to provide training support.
- Design and prepare educational aids and materials and deliver coaching sessions to address specific areas of restaurant and Hotel Operations (hospitality, service, safety).
- Performs other duties and projects as assigned by management.

Paragon Casino Resort requires all Associates to consistently:

- 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:

Coordinates the activities of all related training issues in the Training Department.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements 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. Minimum 5 years Casino Gaming Industry with 3 years in restaurant services and Hotel experience desired.

Special Qualifications: Must possess excellent communication, organizational, and analytical skills. Must be extremely people oriented and computer-literate in Word, Excel, PowerPoint, Micros POS. Must have excellent Communication Skills and must have the ability to perform under pressure and meet deadlines. Ability to work a flexible schedule is required.

Must acquire and maintain a Responsible Vendor Training Certificate.

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: Professional command of the English Language (verbal and written) required. Ability to read and interpret the most complex of documents such as Human Resources employment laws and other legal documents required. Ability to respond to common inquiries of complaints from all levels of Associates of the company. Ability to effectively present information in one-on-one, small group, and large group situations. Ability to assist in the development and presentation of training materials.

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 and define instructions.

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.

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. Office work environment. Must be able to sit in front of a computer screen for extended periods of time. Must be able to work various shifts and flexible hours.