

# PARAGON CASINO RESORT

## Job Description

### ENVIRONMENTAL SERVICES HOURLY SHIFT SUPERVISOR

<b>Department:</b>	<b>Facilities</b>	<b>Reports to:</b>	<b>EVS Shift Manager</b>
<b>Job Code:</b>	<b>HHS007</b>	<b>License:</b>	<b>Non-Gaming</b>
<b>Position Code:</b>	<b>HSS01</b>	<b>Costing:</b>	<b>880 8800 8812</b>
<b>Pay Grade:</b>	<b>N5</b>	<b>Date:</b>	<b>2/2620</b>
<b>EEO-1 Code:</b>	<b>9</b>		

#### SUMMARY:

Responsible for providing direct supervision, guidance and training to the EVS Housekeeping Associates ensuring approved Paragon Casino Resort policies, procedures and standards.

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

- Responsible for distributing keys and supplies to the EVS Housekeeping on assigned shift. Makes sure equipment is signed out/in properly at beginning and end of shift, and ensures the proper use of supplies and equipment at all times.
- Continuously monitors all EVS Housekeeping operations to ensure Associates are in their assigned areas. Checks to make sure the project people have their proper supplies and equipment to complete the job.
- Checks to make sure Associates leave and return at proper assigned for breaks.
- Trains all Associates in the proper techniques of using chemical. Makes sure all bottles are labeled properly and ensures chemical bottles have proper chemical labels.
- Maintains all work areas and ensures EVS Housekeeping equipment is free of safety violations. Reports any hazardous conditions or broken equipment immediately to Shift Manager.
- Responsible for Associates complying with established safety precautions when using equipment and supplies.
- Makes recommendations and suggestions to hire, transfer, promote, reward, discipline, evaluate, and discharge EVS Housekeeping Associates on assigned shift.
- Responsible for the supervision and coordination of EVS Housekeeping staff activities throughout the casino ensuring approved standards of cleanliness are displayed.
- 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.
- Responsible for directly supervising floor crew.
- Responsible for directly supervising high dusting and special projects crew.
- Assumes shift managers position on his or her day off.

- Performs other duties as assigned.

***Paragon Casino Resort requires all Associates to consistently:***

- 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 EVS Housekeeping Associates on an assigned shift.

**REQUISITE QUALIFICATION:**

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 or general education degree (GED); two to three years Housekeeping Supervisory experience required. Experience in floor care such as stripping and waxing, shower scrubbing, carpets extracting. Experience in operating floor care equipment and machines. Experience in operating equipment and machines to perform high reach cleaning.

**Language Skills:** Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to guests and Associates of the organization.

**Mathematical Skills:** Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

**Special Qualifications:** Strong organizational and interpersonal 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.**

**Reasoning Ability:** Ability to apply commonsense understanding to carry out simple one or two-step instructions. Ability to deal with standardized situations with only occasional or no variables. 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 of this job, the Associate is regularly required to stand, walk, use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The

Associate frequently is required to stoop, kneel, crouch, or crawl. The Associate is occasionally required to sit and climb or balance.

The Associate is occasionally required to lift and/or move up to 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 to focus.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those 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 works with or near moving mechanical parts and is occasionally in outside weather conditions. The Associate is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, extreme cold, risk of electrical shock, and vibrations.

The noise level in the work environment is usually loud. The casino floor is usually smoky.