

# PARAGON CASINO RESORT

## Job Description

### GAMING OPERATIONS SHIFT MANAGER

|                       |                              |                    |                                     |
|-----------------------|------------------------------|--------------------|-------------------------------------|
| <b>Department:</b>    | <b>Gaming Administration</b> | <b>Reports to:</b> | <b>Manager of Gaming Operations</b> |
| <b>Job Code:</b>      | <b>SMR04</b>                 | <b>License:</b>    | <b>Gaming</b>                       |
| <b>Position Code:</b> | <b>SMR106</b>                | <b>Costing:</b>    | <b>100 1000 1001</b>                |
| <b>Pay Grade:</b>     | <b>E10</b>                   | <b>Date:</b>       | <b>9/26/18</b>                      |
| <b>EEO-1 Code:</b>    | <b>1.2</b>                   |                    |                                     |

#### SUMMARY:

Responsible for the operations coordination and supervision of all Table Games and Slot Operations on assigned shift, in accordance with all Paragon Casino Resort operational policies and procedures.

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

- Regularly reviews and evaluates Gaming services standard, working with the Director and Manager of Gaming, in taking appropriate steps in resolving unsatisfactory results or conditions.
- Delegates the authority of all monetary transactions, and makes decisions on such matters as short pays/no pays and guests short-changed.
- Responsible for verifying and ensuring payouts of large jackpots and fills are properly executed.
- Maintains adequate staffing levels in the Gaming Operations area, by interviewing, selecting, training, scheduling, evaluating, assisting with career development, promoting, disciplining and terminating Associates, as needed.
- Coordinates 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.
- Assumes all responsibilities of the gaming floor ensuring all Paragon Casino Resort's policies and procedures and Gaming regulations are adhered to and consistently followed.
- Approves all opening and closing of games, staffing of all gaming associates in accordance to volume of business and guest needs.
- Approves credit limits, check cashing, and all comps within the gaming department.
- Greets and welcomes guests on the casino floor establishing rapport, and providing complimentary amenities based upon specific casino guidelines for levels of play.
- Monitors any big action; informs Surveillance or Security of noteworthy, suspicious or unusual activities.
- Ensures all inventory supplies are maintained. Monitors the security of distributing cards, dice, etc.

- 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.
- Monitors job performance progress of Associates and provides feedback on same to aid the Associate in developing and enhancing skills.
- 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 Slot Assistant Shift Managers and all Slot Floor Supervisors on an assigned shift; indirectly supervises the activities of all Slot Floor Persons on a given 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). Three to five years experience in Gaming management required, and a minimum of two years working in both Table Games and Slots preferred.

**Qualifications/Requirements:** Must have strong computer skills. Strong organizational and communication 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 add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

**Reasoning Ability:** Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**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 occasionally 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.

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.