PARAGON CASINO RESORT

Job Description

CONVENTION CENTER SUPERVISOR

Department:	**Marketing**	**Reports to:**	**VP of Marketing**
Job Code:	**SUP08**	**License:**	**Non-Gaming**
Position Code:	**SUP023**	**Costing:**	**400 4000 4002**
Pay Grade:	**N6**	**Date:**	**10/28/2026**
EEO-1 Code:	**9**		

SUMMARY:

Responsible for successfully overseeing the daily activities of convention center and entertainment operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Works with production companies, artist management, and stagehands to determine all equipment and labor needs for concerts and events.
- Orders and maintains equipment and supplies needed for successful operations.
- Operates all essential lighting, sound, and video equipment as needed for events (microphones, mixers, projectors, stage lighting consoles, etc.)
- Works quickly and on their feet to meet event deadlines and resolve issues as they arise.
- Assists vendor/client load-in, setup, and breakdown for events
- Communicates and coordinates with all other Casino departments to ensure event operations standard are met and exceeded (Housekeeping, Maintenance, Food & Beverage, etc.)
- Directly communicates with clients before, during, and after events to address concerns, solve issues and elevate service.
- Coordinates all aspects of live entertainment and convention set-up at Paragon Casino Resort.
- Guides and supports the stage tech staff.
- Plans and coordinates event set up and coverage for convention and showroom events.
- Acts as entertainment liaison between Special Events and promotions.
- Obtains all meeting details from clients and Convention Services.
- Have working knowledge of all convention and sales procedures.
- Monitors and provides associate training, mentoring and growth within the entertainment department.

- Provides a delightful entertainment experience for our target market while maintaining operational excellence.

- Demonstrates the ability to make informed decisions when the Director of Entertainment is unavailable.

- 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 the Stage Technicians.

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. Must have a minimum of three (3) years experience in Entertainment promotions or related casino experience. **Audio/Visual experience preferred.**

Qualifications: Must possess excellent communication, organizational and analytical skill. Must be extremely people oriented and computer-literate. **Must possess working knowledge of sound, video, and lighting equipment. Be able to move quickly and perform physical labor for extended periods.** Be able to work varied schedules.

Must apply for, be granted and retain a valid Tribal Gaming License and 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, analyze and interpret documents, such as technical journals, policy and procedure manuals, maintenance instructions and other related documents. Ability to respond to common inquiries or complaints.

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.

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 **will** be required to lift and/or move up to fifty (50) pounds **or more and all day, most days.**

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. During entertainment events, the noise level increases to loud. The casino environment is usually smoky.