



Tolowa Dee-ni' Nation/Lucky 7 Casino Enterprises



Position Description

Title: Shift Manager	Department: (65) Operations
Class: Management	FLSA: Exempt
Status: Full-Time	Pay Grade: III
Supervisor: General Manager	Subordinates: Casino Personnel
Effective Date: Revised March 2023	

Position Summary:

The Shift Manager is responsible for the overall operation of the Casino and Hotel on shift.

Essential Duties and Responsibilities:

- Assist General Manager in the operation of the Casino and Hotel during assigned shift.
- Ensures adherence to Internal Controls, Title 31 and Casino Policies and Procedures for the gaming floor.
- Safeguard Casino assets:
 - Transfers monies to cage cashiers for their drawer needs.
 - Approves checks above \$500.00 with proper identification.
- Works as Casino Host to Patrons to include:
 - Greeting customers playing in the Casino.
 - Serving our guests. Example: Help a guest with getting a drink, chair, particular kind of machine or an ashtray.
 - Instructing players how to play machines.
 - Get to know your customers and make them feel comfortable.
 - Solving disputes or problems for customers.
 - Informing customers of special events in the Casino.
- Will help determine staffing requirements for the Casino floor for operations.
- Observes all Gaming activities during assigned shift.
 - Must have full knowledge of the Blackjack game.
 - Supervise Table Games personnel.
 - Management of all aspects of the Table Games
- Verifies jackpots and payouts over \$1200.00.
- Directs and Supervises Casino personnel in absence of Department Managers to include:
 - Respond to all emergency situations in accordance with Casino Policies and Procedures and interact with other Casino Departments.
 - Aid customers and employees with first aid.
 - Assuring the Casino has proper coverage for assigned shifts.
 - Those employees on the clock are actually working.
 - The overage is supplied for breaks.
- Employees must check with Shift Manager before their break so manpower can be determined.

- All employees under the supervision of the Shift Manager will be properly dressed for work and not under the influence of alcohol or drugs.
- Manager on Duties are responsible for the discipline and the accommodations for each employee during his/her shift.
- Ensure maintenance and repair of machines on the floor. This will include:
 - Knowledge of why a machine is down and when it will be up.
 - Investigate repeated entry by Techs for the same problem and relay that information to the Gaming Video Supervisor.
- Verify and approve overtime on assigned Shift.
- Attend Managers meetings and inform employees of special events.
- Ensure that all new floor personnel are properly guided and trained, coordinate with and follow-up on evaluation of employee performance with their manager.
- Walk throughout Casino constantly and watch the employees on the floor looking for problem areas. If you stop walking, stop in a central location where you can still watch the floor and be visible.
- Make every effort to become acquainted with regular customers.
- Monitor security when problems may transpire.
- Monitor cleanliness of facility during assigned Shift.
- Inform Facilities Maintenance Manager of needed repairs.
- Temporary or permanent duties and responsibilities may be added to or modified as deemed necessary.

Supervisory Responsibilities:

Authority over all Casino Personnel on assigned shift in the absence of the Department Manager.

Minimum Qualifications:

- Must have outgoing personality.
- Be able to interact effectively with all employees and customers.
- Be able to make decisions based on facts that are impartial and unbiased.
- Experience working with Computers.
- Ability to work weekends, holidays, and evening hours as business demands, schedule frequently work hours in excess of a standard work week.
- One year certificate from college or technical school of six months to one-year related experience and/or training; or equivalent combination of education and experience.
- Must submit to and pass a pre-employment drug and alcohol screening.
- Qualified Indian Preference applies.

Language Skills:

Ability to read, analyzes, and interprets general business periodicals, professional journals, technical procedures, or governmental regulations. Write reports, business correspondence, and procedure manuals. Effectively present information and respond to questions from groups of managers, clients, customers, and the public.

Mathematical Skills:

Add, subtracts, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Must have the ability to define problems, collect data, establish facts, and draw valid conclusions. Interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Certificates, Licenses, Registrations:

Must be able to pass extensive background investigation for the issuance, and retention, of gaming license.

Physical Demands:

While performing the duties of this job, the employee is frequently required to stand walk and use hands to finger, handle, or feel. The employee is occasionally required to sit, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk and hear. The employee must occasionally lift and/or move up to 50 pounds.

Vision Requirements:

- Close vision (clear vision at 20 inches or less).
- Color vision (ability to identify and distinguish colors).
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships).
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

Work Environment:

While performing the duties of this job, the employee is regularly exposed to cigarette smoke. The noise level in the work environment is usually moderate. (Examples: business office with computers and light traffic)

Employee's Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____