



Job Description

Job Title: Shift Manager

Exempt:	No	Reports to: General Manager
Supervisory:	Yes	Salary: \$16.00 ph.
Department:	Management	

Summary:

The Shift Manager is under the supervision of the Senior Shift Manager. This position is the front-line representative of management and the Oglala Sioux Tribe, therefore, must always represent professionalism to everyone whether they may be in contact with the guests, employees, general public and co-workers. Primary purpose is the protection of Casino assets, money, guests, and employees. Incumbent is responsible to ensure stringent departmental compliance with the following: Federal & State labor laws; PWC policies and procedures; Tribal/State Gaming Compact; OST Ordinance 94-01 w/ amendments; OST Gaming Rules and Regulations; Indian Gaming Regulatory Act (IGRA); Title 31 regulations; OST Internal Controls Standards (TICS); Employee Handbook; department Policy & Procedures Manual; and the USA PATRIOT Act..

Duties and Responsibilities:

- To protect the property from cheats, scams, theft, pan-handling and harassment; within the rules and regulations provided.
- Ensure that all on-duty floor personnel comply with all procedures and are expected to guide and direct employees in proper procedures.
- To ensure the safety of both our guests and our employees.
- To track the attendance of the employees and to cover shifts when employees call in or for departments that are short-staffed.
- To ensure all employees are performing their jobs effectively and efficiently; and direct them when they are wasting time or not performing their duties.
- Give directives as needed to surveillance and security, as to observing and reporting on sensitive matters and suspicious activity on the gaming floor, and casino property.
- Ensure that all employees provide consistent, prompt, friendly and courteous service to guests in a professional manner.
- Will resolve employee conflict and take appropriate action in the absence of department managers.
- Observe gaming activity for entire casino.
- Verify time sheets when necessary.
- Assist in promptly with correction of audit findings.

- To be the Casino host to our players and guests; to handle both complaints and to comps the valuable players.
- Possess knowledge of all machines, promotions, and special events
- Oversee the casino operation in the absence of the General Manager.
- Perform other duties as assigned by the General Manager.

Requirements:

To perform this job successfully, the incumbent must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required:

- Extensive knowledge of Gaming Rules and Regulations.
- Excellent oral and written skills.
- Work with guests, employees, and vendors in an efficient and professional manner.
- Demonstrate sound judgment in resolving customer disputes.
- Extensive background in Indian Gaming.
- Extensive understanding of security strategies.
- Enforce protection of casino gaming integrity and property assets.
- Be able to work in a fast-pace, noisy, guest service, high energy environment.
- Be able to work in a cigarette-smoke environment.
- Knowledge of computers and software.

Qualifications:

- Pass an alcohol and drug test.
- Possess a valid SD Driver's License.
- Apply for and obtain a Key gaming License.
- Possess a High School diploma or equivalent.
- Minimum of two years of supervisory/management experience in Casino Gaming.
- Provide proper documentation if applying for Indian preference.
- DD-214 if claiming veteran preference.

Acknowledgement Sheet
Shift Manager

I have read and understand the above Position Description.

Employee: _____

Date: _____

Approved By: _____
Manager

Date: _____

Concur By: _____
Human Resource Manager

Date: _____

Additions, Deletions, Adjustments, and/or changes to this Position Description maybe enacted, circumstances warrant.