 <p style="text-align: center;">Job Description</p>	<p>Casino Floor Manager (Weekends)</p> <p>Page 1 of 2</p>
DEPARTMENT: Slots	REPORTS TO: General Manager

Summary

Fully responsible for ensuring the overall efficient casino operations during assigned shift within company and departmental policy and established internal controls, and in accordance with the highest level of customer service.

Principal Activities & Responsibilities


- ❖ Directly supervises the activities of all casino staff on assigned shift.
- ❖ Carries out supervisory responsibilities in accordance with the organization's policies, applicable gaming regulations, and minimum internal control standards (MICS).
- ❖ Assists in developing policy and planning for the establishment of all operational objectives.
- ❖ Responsibilities include interviewing, participating in the hiring of employees, training employees, planning, assigning, and directing work, appraising performance, rewarding and disciplining employees, addressing complaints, and resolving problems.
- ❖ Ensures implementation and execution of all Company policies.
- ❖ Reports to management any issues that arise during assigned shift.
- ❖ Reports to management any employee related problems or concerns that may arise. Maintains all records, reports, and other required paperwork. Conducts the necessary research to effectively resolve Disputes.
- ❖ Ensures that supervision is provided at all times. Sets the example for excellent customer service standards and resolves customer complaints in a prompt and courteous manner.
- ❖ Ensures that all customers are satisfied with their experience at the casino. Maintains appearance standards as outlined in departmental and Garcia River Casino policies.
- ❖ Provides information and explains Players Club benefits, property amenities & marketing programs to our guests.
- ❖ Maintains records in accordance with departmental policies and procedures.
- ❖ Provides courteous service to our guests and is cordial to all Team Members.
- ❖ Communicates effectively both orally and in writing.
- ❖ Maintains a good attendance record.
- ❖ Other duties as directed by management.

Level of Authority & Restrictions

Supervises all Casino personnel on all assigned shifts and operates within the defined and delegated authority of department policies and procedures and the General Manager.

Physical & Mental Demands

- ❖ Must be able to multi-task.
- ❖ Must be able to sit or stand for long periods of time.
- ❖ Must have good peripheral, reading, and distance vision.
- ❖ Must be able to move up to 25 pounds.

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❖ **Working Conditions & Environment**

- ❖ Must be able to work in smoking and non-smoking environments.
- ❖ **Must be able to work all shifts, weekends, holidays & special events as needed.**
- ❖ Must be able to work in areas with moderate to loud noise levels.

Minimum Job Requirements

- ❖ Must be at least 21 years of age.
- ❖ Bachelor's degree from a four-year college or university, or four to six years related experience and/or training, or an equivalent combination of education and experience.
- ❖ Five years of experience in the gaming industry.
- ❖ Must have good general math and decision-making skills.
- ❖ Must have excellent attendance and exhibit professional dress code standards.
- ❖ Must possess reasonable ability to communicate in English.
- ❖ This position is subject to pre-employment drug testing and criminal history background check which may include fingerprinting.
- ❖ Must have employment eligibility in the U.S.
- ❖ Must receive and maintain a valid Class A gaming license from the Tribal Gaming Commission.

Indian Preference

It is the policy of the Tribe to grant Indian Preference in hiring, promotion, and retention, all subject to meeting or being capable of meeting minimum job and educational qualifications, while living on or near a reservation, in accordance with Title VII, Section 7(b) of the Indian Self-Determination and Education Assistance Act of 1975.