



JOB DESCRIPTION

POSTED: JANUARY 2, 2018 DEADLINE: JANUARY 19, 2018

POSITION:	General Manager
DEPARTMENT:	Administration
LOCATION:	Resort
REPORTS TO:	Tribal Council
EMPLOYMENT:	Full-Time
SALARY:	Depending on Experience

DESCRIPTION:

The General Manager is responsible for all overall operations and performance of all casino and ancillary functions, as well as the successful direction, administration and coordination of all activities of the Resort property, in accordance with the policies, procedures and objectives established by the Tribe.

RESPONSIBILITIES:

- Provide excellent Guest Service to guests, internal and external through active guest engagement and positive attitude.
- Works closely with Department Directors, as well as the Lac Vieux Desert PECF to meet goals and objectives.
- Establishes performance and profit objectives for short-term and long-term goals.
- Recommending and managing appropriate staffing levels at the Casino as approved by PEFC.
- Regularly reviews and evaluates departmental performance, working with department heads to take the appropriate steps necessary to resolve unsatisfactory results or conditions.

- Delegates responsibility and authority to the appropriate department managers with regard to various aspects of the overall property operations/
- Reviews departmental reports, addressing potential conflicts and/or misinformation.
- Facilitates the flow of information throughout the property, and develops effective procedures and controls, by organizing and presiding over regularly scheduled meetings.
- Held accountable, to the highest degree, for the accuracy and thoroughness of property records and reports.
- Recommends revisions, updates and new casino policy and procedures.
- Responsible for approval of financial expenditures within guidelines as authorized by the Tribal Council.
- Ensures compliance with all casino policies, procedures, appropriate Tribal, federal, state, and local laws and regulations, as applicable.
- Provide for the fair and equitable treatment of all gaming employees.
- Creates an atmosphere of fun for all casino guests.
- Encourages mutual respect, dignity, and integrity with all employees, by setting positive examples at all times.
- Instills an atmosphere that encourages employees to share ideas, discuss concerns and resolve conflicts.
- Retains employees through involvement in employee training and development.
- Explains why we do things, in advance of doing them.

The above list of responsibilities is not intended to be a complete list of all duties, responsibilities, and tasks/ projects the GM will assume.

MINIMUM QUALIFICATIONS:

- High School Diploma or General Education Degree (GED)
- Must be able to demonstrate and generate financial statements and performances for the casino to indicate trends and forecasts of casino performance.
- Experience overseeing a casino with a hotel, food venues (restaurant, snack bar, and buffet)
- 5 years in a senior management role in a gaming industry is required, with a minimum of 2 years as a General Manager overseeing property growth, development, or expansion.
- Must be licensable by the LVD Gaming Commission
- Must pass background checks and other pre-employment screenings.

PREFERRED QUALIFICATIONS:

- Four year or higher degree, preferably in Business Administration, Finance, Marketing, or Hospitality/ Casino Management, (or closely related field) from an accredited college or university- MBA a plus.
- Experience in Gaming Property Expansion.
- Knowledge and experience in Indian Gaming
- 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 customers or Employees of the organization.
- Ability to work with mathematical concepts such as probability and statistical inference.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Superior time management skills.
- Ability to manage multiple tasks efficiently.
- Demonstrated leadership skills to train, supervise, and lead a growing and dynamic organization.
- A “can do” and “make it happen” mentality.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.

OUR MISSION

Our Mission is to provide an exceptional and memorable experience to every Guest, every time. Each Team Member will demonstrate a high level of professionalism, provide a safe, clean and entertaining experience for all Guests, internal and external.

Integrity, Service, Professionalism, Value. This is our **PROMISE**.

Date Approved by the Tribal Council: December 27, 2016

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