

Walker's Bluff Casino Resort
Job Description



Job Title: **Director of Casino Operations**
Function: Administration
Department: Slots & Table Games
Reports To: General Manager

Position Summary: *Briefly describe the job's primary purpose or contribution to the department or organization.*

The Director of Casino Operations is responsible for providing guests of Walker's Bluff Casino Resort with the best possible gaming experience with a focus on increasing efficiencies, guest satisfaction, and enhancing value to the organization. They are responsible for monitoring and assuring that procedures are in accordance with internal controls and Illinois gaming rules and regulations. This position requires analyzing game performance, of slots, table games, and sportsbook. This includes identifying opportunities to improve the experience of our guests through product, service, and gaming market trends. The Director of Casino Operations will execute short- and long-term tangible goals in alignment with the overall Elite Casino goals and expectations to increase net income and market share.

Essential Duties and Responsibilities: *List the job's most important functions and responsibilities. Include all important aspects of the job, whether performed daily, weekly, monthly, annually, or any that may occur at irregular intervals.*

- Accountability of all aspects of tables games, slots and sportsbook of the property to include game performance, team member engagement, leadership, customer engagement, budget accountability, and community involvement.
- Consistently maintains appropriate scheduling to satisfy the volume of gaming activity effectively and efficiently and ensure that all gaming operations follow the company and Illinois gaming policies, procedures and regulations.
- Create and maintain appropriate documentation in accordance with the Illinois Gaming Board and internal controls.
- Continually review, identify, and suggest opportunities to gaming department policies and procedures to improve guest service initiatives, team member engagement, efficiency, and improvement in key performance indicators.
- Actively engage with guests and create guest relations and manage guest suggestions, complaints and concerns.
- Must have excellent Leadership skills to effectively budget, hire, plan, assign, direct work, create departmental goals in alignment of overall property goals, evaluate performance, develop, coach, reward and discipline as appropriate, excellent Team Member engagement to address complaints and resolve issues properly.
- Ability to analyze and optimize game performance, casino gaming layout, and product mix.
- Identify and suggest thorough recommendations for capital expenditures to improve revenue and subsequent EBITDA and ensure alignment with the expectation of our guests.
- Investigates variances in win percentages according to regulated parameters.
- Continually identify tangible performance goals to improve team member efficiencies and performance to ensure increasing guest loyalty, frequency, and share of wallet.
- Oversee and directly and indirectly accountable for the supervision, integrity, execution, and leadership of the activity, promotions, and equipment in the gaming department.
- Work closely with General Manger and cohesively with property management to ensure effective and efficient operation of all areas of the business.
- Daily review, identify, and provide input as needed on all gaming financials.
- Responsible for developing and monitoring Gaming department budgets.
- Remain abreast of current and new games, slot machines, and technical advances and standards.
- Maintains excellent relationships with vendors, staying informed of games and related product performance.
- Identify, mitigate, and eliminate all risks to include compliance.
- Collaborate and communicate with property Leadership
- Collaborate with other Elite Casino Resorts properties to share best practices and assist with projects as necessary.
- Ability to travel to other Elite Casino properties to understand their Table Games and Slot operations and assist with projects as necessary.
- Responsible for effectively managing, delegating duties, and the performance and development of department staff; inclusive of interviewing, hiring, training, evaluating, coaching, and termination of staff.
- Manage expenses based on budgeted guidelines and business volumes to include payroll and staffing levels.
- Perform all functions of personnel within span of control, as needed.
- Must maintain reasonable accessibility by phone for business purposes.
- Assure an environment which emphasizes cooperation, communication, and teamwork with all departments.
- Support compliance with all internal procedures and regulatory requirements, including those associated with underage and intoxicated guests.
- Adhere to current law and policy to provide a work environment free from illegal and discriminatory behavior.
- Promote and ensure the safety and security of all guests and employees.
- Complete job duties with minimal supervision, maintain acceptable attendance, and use appropriate judgment and decision-making skills.
- Serve as periodic Manager on Duty (MOD), responsible for the direct supervision of all Casino operations and conduct of Casino employees while on duty.
- Job duties, tasks, work hours, work requirements, and other duties as assigned may be added or changed at any time.

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Knowledge, Skills, and Abilities:

- Bachelor's degree in Business, Gaming or related field required or equivalent work experience.
- Minimum of 5 years progressive experience in Table Games and Slots.
- Extensive knowledge of all Table Games and Slot operations and equipment.
- Experience using gaming and spreadsheet software.
- Demonstrated skills and experience in analytical tools and a mathematical proficiency.
- Must have knowledge and ability to learn the rules of all games and all set of services rendered by the different games and equipment suppliers.
- Demonstrated ability with slot data management and analytic tools.
- Must have strong knowledge of casino internal controls, company policies and procedures.
- Must be willing/able to work a varied work schedule in order to lead a 24/7 operation, including nights, weekends, and holidays.
- Ability to effectively utilize conflict-resolution techniques.
- Ability to analyze and interpret departmental needs and results.
- Has the resiliency to deal with difficult guests in all types of business conditions and the ability to work effectively and courteously with fellow employees.
- Ability to maintain strict confidentiality including, but not limited to, employee data, player activity, claim activity, financial data, marketing plans, and policies.
- Ability to perform assigned duties under frequent time pressures and in an interruptive environment.
- Ability to use telephone, copy/fax machine, hand-held radio, and any department-specific equipment, tools, and computer software.
- Excellent computer skills in a Microsoft Windows environment. Must include Excel and skills in database management and record keeping.
- Ability to solve complex problems and maintain mental concentration for significant periods of time.
- Ability to perform a broad variety of tasks and deadlines with an irregular work schedule.
- Above average oral and written communication skills allowing effective communication with guests and all levels of employees.
- Ability to work in casino and office environment with excessive noise levels, bright lights, and smoke environment.
- Knowledge of all facilities and promotional events available to guests on property.

Job Specific Knowledge: *The use of practical procedures and knowledge, specialized techniques, and learned skills.*

- **Mastery** – Mastery of theories, principles, and complex techniques or the diverse, cumulative equivalent gained through broad seasoning and/or special development. Typically requires a Master's degree (M. A.) or equivalent; minimum of ten years related experience and/or training; or equivalent combination of education and experience.

Managerial Knowledge: *The planning, coordinating, directing, and controlling activities and resources associated with the organization or function.*

- **Director** - Direction of a major unit with noticeable functional diversity or guidance of a function(s) which significantly affects all or most of the organization.

Human Relations Skills: *The active (either face-to-face or telephone) interpersonal skills needed to facilitate relationships with other people either within (co-workers) or outside (customers, vendors) the organization.*

- **Critical** – Skills in understanding and motivating people and negotiation. This is the highest level of interpersonal skills, usually required for positions that are accountable for the development, motivation, assessment, and reward of other employees.

Thinking: *The scope the person must think to perform the essential functions of the position.*

- **Broadly Defined** – Thinking within concepts, principles and broad guidelines towards the organization's objectives or functional goals. This is done in an environment that is intangible or unstructured.

Problem Solving: *The level of problem solving complexity required of the person in performing the essential functions.*

- **Unique** – New or nonrecurring situations requiring the development of new concepts and imaginative.

Decision Making: *The degree of decision making authority/autonomy required to perform the essential functions.*

- **Very High** – Broad organization policies, community or legislative limits, and the mandate of the organization.

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<p>Scope: <i>The breadth/scope of impact across the company this position has in performing the essential functions.</i></p> <ul style="list-style-type: none"> High – Results achieved affect all other departments and the company as a whole. 					
<p>Impact: <i>The degree to which this position affects or brings about the results expected of their department or function.</i></p> <ul style="list-style-type: none"> Primary – Controlling impact – the position has effective control over the significant activities and resources which produce the results and is the sole position which must answer for the results. 					
Physical Demands:					
Up to 50%	Standing	25% - 50%	Lifting < 50 lbs	Up to 100%	Using hands/fingers to handle or feel
UP to 50%	Walking	10%-25%	Lifting > 50 lbs	Up to 100%	Reaching with hands and arms
Up to 100%	Sitting			10%-50%	Stooping, kneeling, crouching, or crawling
Less than 25%	Climbing				
Certificates, Licenses, Registrations:					
<ul style="list-style-type: none"> Must hold a valid gaming license in accordance with the Racing and Gaming Commission regulations. Must complete all company-required training within designated time frames. Must obtain direct deposit within one week of start date. 					
Signature:			Date:		