

Walker's Bluff Casino Resort
Job Description



Job Title: **Facilities Director**
Function: Administration
Department: Facilities
Reports To: General Manager

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

The Facilities Director provides the overall direction and supervision of the Facilities Department. This position recommends and oversees projects necessary to maintain and improve buildings, mechanical/electrical systems, parking, equipment, vehicles and any other facility related area. The Facilities Director is responsible for all areas involving maintenance, environmental services, receiving and grounds in a manner that will protect the company's investment and support the operational objectives.

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.*

- Maintains mechanical, electrical and controls systems. Coordinates and orders contracted services as needed to accomplish repairs not practical to be done by facility staff.
- Using manufacturers' recommendations and job knowledge, establishes and carries out a preventive maintenance program for the physical plant and equipment for which the department has responsibility for.
- Serves as project director, assuring federal and state compliance, timely completion of tasks and satisfactory sub-contractor performance of any construction or remodeling projects.
- Stays alert to all facility safety hazards and ensures that they are corrected in a timely manner.
- Acts as a liaison with city, county and state, as it relates to fire and fire detection/prevention systems.
- Maintains a system of facilities supplies, assets inventory and accounting.
- Purchase supplies and equipment within the purchasing guidelines.
- Prepares plans, material lists and estimates for new or renovation projects
- Maintains and enforces all applicable OSHA programs within the facility department.
- On-call twenty-four hours for problems related to buildings, equipment and fire.
- Responsible for identifying and overseeing all contractual services related to the facility (e.g. snow removal, fire services, elevators, maintenance contracts, janitorial services, trash removal, etc.).
- Develops and presents recommendations for the improvement of the facility and oversees implementation of approved projects.
- Develops and recommends capital improvement budget requests regarding the buildings and equipment within the facility.
- Ability to travel to other Elite Casino properties to understand their facilities operations and assist with projects as necessary.
- Provide exceptional guest service for all external and internal customers.
- Responsible for the operation of the Facilities department, successful performance of employees, and a favorable guest experience.
- 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.
- Support 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:

- Associates Degree in Facilities Management or other post-secondary education in a related field preferred or 10 years equivalent experience related to facilities management.
- Five years experience related to the management of facilities or comparable experience with the operation of heating, cooling and ventilation systems, electrical, plumbing and other aspects of facility maintenance.
- 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.

Scope: *The breadth/scope of impact across the company this position has in performing the essential functions.*

- **High** – Results achieved affect all other departments and the company as a whole.

Impact: *The degree to which this position affects or brings about the results expected of their department or function.*

- **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.

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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:		