

**Walker's Bluff Casino Resort**  
**Job Description**



Job Title: **Director of Human Resources**  
Function: Administration  
Department: Human Resources  
Reports To: General Manager

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

The Human Resources Director coordinates implementation of services, policies, and programs through Human Resources staff; reports to the GM and serves on the leadership team; and assists and advises company managers about Human Resources issues. The HRD originates and leads Human Resources practices and objectives that will provide an employee-oriented, high performance culture that emphasizes guest service, integrity, and the recruitment and ongoing development of a superior workforce.

**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.*

- Implements HR strategies by establishing department accountabilities, including talent acquisition, staffing, employment processing, compensation, health and welfare benefits, training and development, records management, safety and health, succession planning, employee relations and retention, AA/EEO compliance, and labor relations.
- Develops HR operations financial strategies by estimating, forecasting, and anticipating requirements, trends, and variances; aligning monetary resources; developing action plans; measuring and analyzing results; initiating corrective actions; minimizing the impact of variances.
- Annually reviews and makes recommendations to executive management for improvement of the organization's policies, procedures and practices on personnel matters.
- Communicates changes in the organization's personnel policies and procedures and ensures that proper compliance is followed.
- Complies with federal, state, and local legal requirements by studying existing and new legislation; anticipating legislation; enforcing adherence to requirements; advising management on needed actions.
- Consults with legal counsel as appropriate, or as directed by the GM, on personnel matters.
- Recommends, evaluates, and participates in staff development for the organization.
- Develops and maintains a human resource information system that meets the organization's personnel information needs.
- Provide exceptional guest service for all external and internal customers.
- Responsible for the operation of the Human Resources 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.
- 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.

**Knowledge, Skills, and Abilities:**

- Broad knowledge and experience in employment law, compensation, organizational planning, organization development, employee relations, safety, and training and development.
- Above average oral and written communication skills.
- Excellent interpersonal and coaching skills.
- Demonstrated ability to lead and develop Human Resources staff members.

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**Knowledge, Skills, and Abilities:**

- Minimum of a Bachelor's degree or equivalent in Human Resources, Business, Organization Development.
- Ten plus years of progressive leadership experience in Human Resources management.
- 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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<b>Physical Demands:</b>					
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				
<b>Certificates, Licenses, Registrations:</b>					
<ul style="list-style-type: none"> <li>• Must hold a valid gaming license in accordance with the Racing and Gaming Commission regulations.</li> <li>• Must complete all company-required training within designated time frames.</li> <li>• Must obtain direct deposit within one week of start date.</li> </ul>					
<b>Signature:</b>			<b>Date:</b>		