

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



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

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

The Table Games Director is responsible for the leadership, direction and coordination of Table Games and Sportsbook while monitoring and assuring that procedures are in accordance with internal controls and Illinois gaming rules and regulations. This position will analyze trends in the gaming department to understand the strengths and weaknesses in the market, identifying and executing growth initiatives and practices. The Table Games Director establishes short and long term vision and goals for the property, with the ultimate goal of increasing net income and market shares throughout the resort.

**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.*

- Coordinates, directs and assists management in Table Games and Sportsbook operations, including the evaluation of Table Games & Sportsbook personnel in areas of policies, procedures and job performance.
- Recommends revisions and additions to department policies and procedure in order to improve Table Games and Sportsbook operations and performance.
- Supervise and maintains integrity of Table Games and Sportsbook equipment activity and promotions.
- Reviews daily Table Games and Sportsbook financial information.
- Responsible for developing and monitoring department budgets.
- Remain abreast of current and new games and technical advances and standards.
- Maintains excellent relationships with vendors, staying informed of games and related product performance.
- Ensure that all operations follow the company and Illinois gaming policies, procedures and regulations.
- Investigates variances in win percentages according to regulated parameters.
- Consistently maintains appropriate scheduling to satisfy the volume of table games and sportsbook activity.
- Handle and address guest complaints and concerns.
- Work closely with General Manger and department management to ensure effective and efficient operation of all areas of the business.
- Ability to travel to other Elite Casino properties to understand their table games operations and assist with projects as necessary.
- Provide exceptional guest service for all external and internal customers.
- Responsible for the operation of the Table Games 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:**

- Bachelor's degree in Business, Gaming or related field required or equivalent work experience.
- Minimum of 5 years progressive experience in Table Games Management.
- Experience in Sportsbook is preferred.
- Demonstrated skills and experience in analytical tools and a mathematical proficiency.

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- 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.
- 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.

**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>		