



Tolowa Dee-ni' Nation/Lucky 7 Casino Enterprises



Position Description

Title: General Manager

Department: (30) Administration

Class: Management

FLSA: Exempt

Status: Full Time

Pay Grade: Negotiable

Supervisor: TDN Tribal Council

Subordinates: Managers

Effective Date: May 2021

Position Summary:

Under the direction of the Tribal Council, this position is responsible for directing, administering and coordinating the day-to-day activities of the Tolowa Dee-ni' Nation Lucky 7 Casino Enterprises, Fuel Mart and Howonquet Lodge in accordance with policies, goals and objectives established by the Tribal Council. The G.M. is responsible for developing policies and goals that cover operations, personnel, financial performance and projected growth.

Essential Duties and Responsibilities:

- Develop and implement operational policies and procedures to achieve profit objectives. This includes planning, developing, recommending and administering, as authorized, changes or improvement in operating facilities, and staffing levels which foster maximum guest satisfaction, increased player action and minimum cost consistent with operational and seasonal demands.
- Responsible for coordinating and developing statistical data to establish department budgets, gaming trends/analysis, data base integration with industry standard ratios and financial statements.
- Monitor departments to ensure policies and procedures are followed. This includes enforcing policies in accordance with the Gaming Compact and Gaming Commission guidelines regarding operation of gaming.
- Responsible for establishing and carrying out necessary controls and communication to meet our high standards pertaining to team member morale, behavior, appearance, friendliness and courtesy. This includes setting guest service standards.
- Approve purchases of material and supplies, approve special expenditures, expense accounts, local donations and sign contract within the limits of authority.
- Coordinate and assist the Tribal Council in short and long-range planning.
- Establish and maintain favorable relationships with special guests, civic, government, industry and similar organizations or individuals to promote and foster goodwill.
- Ensure that all departments are staffed with competent personnel who are delegated authority; are compensated commensurate with ability and responsibility; are provided with well defined and understood lines of authority; and are continually being developed for greater achievement.
- Temporary or permanent duties and responsibilities may be added to, or modified as deemed necessary.

Supervisory Responsibilities:

Authority and Supervisory Capacity:

- Possesses the authority needed to accomplish essential duties and responsibilities
- Supervises, hires and terminates all Managers

Access to Sensitive Areas:

- Casino Financial data
- Credit History Cards

Signature Authority:

- All contractual obligations of the Casino up to a prearranged limit
- All Casino bank accounts up to a prearranged limit
- Complimentary food and beverage certificates

Minimum Qualifications:

- Minimum of five years experience in gaming management with comparable responsibility and experience
- Minimum of four-year college Degree
- Effective organizational, managerial and operational experience and skills
- Cross cultural experience preferred
- Strong verbal and written communication skills
- Excellent Computer skills reflective of all gaming industry systems
- Must submit to and pass a pre-employment drug and alcohol screen
- Qualified American Indian preference will apply

Language Skills:

Must have the ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Have the ability to write routine reports and correspondence.

Mathematical Skills:

Ability to work with mathematical concept such as probability and statistical inference, ability to apply concepts such as fractions, percentages, ratios, and proportions.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Certificates, Licenses, Registrations:

- Must be able to pass extensive background investigation for the issuance, and retention, of gaming license.
- Must possess and maintain a valid, state-issued driver's license, submit a Department of Motor Vehicles (DMV) driving history, and be eligible for Tribal vehicle insurance.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to individuals with disabilities to perform the essential functions. While performing the duties of this job the employee is regularly required to sit use hands to finger, handle or feel. The employee is frequently required to stand and walk. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/move 25 pounds.

Vision Requirements:

- Close vision (clear vision at 20 inches or less).
- Distance vision (clear vision at 20 feet or more).
- Color vision (ability to identify and distinguish color).

Work Environment:

Works in office areas as well as throughout the facility.

Employee's Signature: _____ **Date:** _____

Supervisor's Signature: _____ **Date:** _____