

JOB DESCRIPTION

Department: Administration

Job Title: **Manager on Duty**

General Definition: Assist Casino Manager and department Supervisors with Casino operations during assigned shift.

Supervision Received: Lead Manager on Duty

Supervision Exercised: None

Essential Job Functions:

- Assist departmental Managers with overseeing the conducts and performance of casino employees while on duty to ensure a good customer service environment is being maintained.
- Enforce and comply with Regulatory Agencies, Internal Accounting systems, Administrative Controls and internal policies and procedures.
- Enforce good guest relations in all areas of the casino.
- Handle all casino patrons' complaints in a timely and professional manner.
- Authorize and approve the temporary Exclusion "86" of casino patrons and staff.
- Read, verifies and signs appropriate documentations as needed.
- Override personal check cashing up to \$200.00 per person.
- Complete shift activity report and submit to Casino and General Manager in a timely manner.
- Consult with Casino Manager, General Manager and departmental Manager at all times to ensure minimal interruption to the business functions.
- Perform all other duties as assigned by Manager.

MINIMUM QUALIFICATIONS

Education:

- High school diploma or GED equivalent

Knowledge, Skills, and Abilities:

- Must possess excellent customer relation, leadership and communication skills.
- Must be proficient in math.
- Must be willing to work any day and shift.
- Must have ability to use good judgment in intense and non-intense situations.
- Must be friendly and with an outgoing personality.
- Must be able to follow all instructions, written and oral.
- Must be able to stand or walk for prolonged periods of time.
- Must present a professional and well-groomed appearance.
- Must be able to work in a casino environment where second hand smoke, loud noises and flashing lights are present.
- Must be able to lift and carry objects weighing up to 50 pounds.
- Must be able to push, pull and drag up to 150 pounds.

Training and Experience:

- Minimum of three (3) years casino experience or Hospitality management experience required.
- Must pass an annual Title 31 exam.

Licenses/Certifications/Other:

- Must be able to pass background check and receive a gaming license from the Delaware Nation office of the Gaming Commission as required to work in gaming operations.
- Must be able to complete pre-employment drug test with a negative result

I acknowledge that I have read and understand my duties and responsibilities.

Employee Signature

Date