



SUSANVILLE INDIAN RANCHERIA
745 Joaquin Street
Susanville, CA 96130
(530) 257-4921

POSITION ANNOUNCEMENT

CLOSING DATE OF ANNOUNCEMENT:	OPEN UNTIL FILLED 1st cut-off date - July 3, 2020 2nd cut-off date - August 7, 2020 3rd cut-off date - September 4, 2020
POSITION TITLE:	GENERAL MANAGER
SUPERVISES:	YES
STARTING SALARY:	DEPENDENT UPON EXPERIENCE
POSITION CLASS:	EXEMPT
NUMBER OF POSITIONS:	1
STATUS:	PERMANENT
HOURS:	FULL TIME
SUBJECT TO P.L. 101-630:	NO
BENEFITS:	Highly competitive package *See below

GENERAL STATEMENT OF RESPONSIBILITIES:

Duties include ensuring that the casino/hotel operates under government regulations, keeps up-to-date with the changes in regulations, monitors finances and ensures the business is making a profit; handles customer's complaints and comments; monitors the casino's gaming floor area to ensure that operations run smoothly and efficiently; hires and fires staff; enforces security as necessary; assures that the "high rollers" are satisfied with their services; directs the allocation of complimentary hotel rooms, meals and services to their most loyal gaming clients; maintains familiarity with all games in the casino as well as strategies and tricks in playing, monitors staffing levels; tracks and reviews operational expenses and budget estimates of the casino; and removes suspected cheaters in the gaming area.

SPECIFIC AREAS OF RESPONSIBILITIES:

Operations

- Manager shall review and be responsible for all Casino operations and advise regarding major building expansion or addition to facilities to increase profitability.
- Manager shall evaluate and make recommendations regarding expansion options, layouts, costs, capital budgets, operating revenues and similar items related to the Gaming Enterprise.
- Manager shall review, assist and be responsible for the supervision and implementation of any capital improvements to be made to the existing facility, including facility modifications, equipment selection, design, negotiations with vendors, ordering, set-up and testing.
- Manager shall evaluate and make recommendations regarding the types and amounts of insurance coverage appropriate for the Gaming Enterprise.

Accounting and Internal Controls

- Manager shall review, advise, and be responsible for the internal control systems and manuals and implementation of same. Such review shall refer to proposed National Indian Gaming Commission (NIGC) Minimum Internal Control Standards Guidelines (MICS).
- Manager shall be responsible for immediately and continuously reviewing financial statements and daily and weekly reports to ensure that personnel has reliable and accurate information with which to make decisions.
- Manager shall create and establish the Annual Budget of the Gaming Enterprise.
- Manager shall create and implement a written system of internal controls, including procurement and inventory control, for the safekeeping and monitoring of all monies, inventory and other items of value in connection with the gaming operations, sales, receipts, prizes, gaming and other activities relating to the Gaming Enterprise.
- Manager shall establish procedures to have all gaming materials and receipts always secure, including the placement of such funds in the facility safe or vault and otherwise complying with any requirements imposed or recommended by any company furnishing insurance, security, auditing or bonding.
- Manager shall immediately and continuously supervise, advise, train and assist appropriate managers and employees to ensure that monthly statements of all gross receipts, gross profit, operating expenses, net profits, and other amounts collected and received and all deductions and disbursements made therefrom and all assets and liabilities of the Gaming Enterprise, are accurately reported.

Human Resources

- Ensure staffing needs and necessary training of personnel is conducted. Evaluate each position consistent with gaming industry standards to achieve the most efficient staffing for each shift.
- Manager shall supervise, advise and assist the tribe in developing policies and forms for selection, hiring and maintaining Gaming Enterprise employees who meet all tests, background examination and licensing standards as required by law.
- Manager shall advise regarding surveillance and security systems and personnel, including the development of procedures, forms and training programs.
- Manager shall supervise, review, evaluate and make recommendations regarding personnel policies and procedures.

Marketing

- Manager shall supervise the development and implementation of overall marketing plans.
- Assist marketing department in developing and using its data base marketing system and gathering by survey or information from customers to evaluate customer likes and dislikes.
- Advise and train regarding marketing, promotion and signage for the Gaming Enterprise as a whole.
- Manager shall advice regarding the use of newsletters, player's clubs, mailing lists, tour operators, or other forms of marketing promotion and advertisement.
- Manager shall provide recommendations for advertising placement and purchasing.

- Manager shall provide recommendations and advice for establishing and maintaining good relationships with media, together with a protocol for dealing with the media.
- Manager provides advice and training regarding the mix of games offered by the Gaming Enterprise.

Compliance

- Manager shall supervise, review and advise regarding Title 31 compliance systems and manuals and implementation of same.
- Manager shall supervise, review and advise, regarding compliance with the Tribal Gaming Ordinance, the Indian Gaming Regulatory Act, the Code of Federal Regulations, and the National Indian Gaming Commission regulations and minimum internal control standards.

Other

- Manager shall provide such other services regarding the day-to-day operations of the Gaming Enterprise as may be reasonably necessary to maximize profitable gaming operations.

KNOWLEDGE SKILLS AND ABILITIES:

Exceptional customer service skills.

Leadership and organizational abilities.

Interpersonal skills.

Good communication skills.

Excellent management skills.

Knowledgeable in mathematical operations.

Ability to handle stress due to long hours and dealing with people.

MINIMUM QUALIFICATIONS:

1. Must have a high school diploma or equivalent from an accredited high school.
2. An associate's or bachelor's degree in hospitality or business management or gaming is preferred. Hotel management, finance, or an accounting related field of studies would be recommended.
3. Must have a Gaming License or the ability to obtain one with three (3) months of hire date.
4. Must have a minimum of ten (10) years of experience in the gaming industry.
5. Must have three (3) to five (5) years of supervisory/managerial experience.
6. Must have a valid California driver's license or license from current residence state.

7. Must pass a pre-employment background check.
8. Must pass pre-employment drug test.
9. Must be willing to travel for training and conferences.

WORKPLACE ENVIRONMENT:

1. PHYSICAL SAFETY: The work requires minor physical exertion, such as short periods of standing, walking over rough uneven surfaces, some recurring bending, crouching, stooping, stretching, reaching, or similar activities. Job may require recurring lifting of lightweight objects with infrequent bending or stooping alternating with the lighter activities. Job requires minimal agility and dexterity.

2. WORKING ENVIRONMENT: Occasional exposure to objectional conditions or variations such as those found in variable weather conditions or light industrial settings.

PERFORMANCE EXPECTATIONS:

- Uphold all principles of confidentiality.
- Adhere to all professional and ethical behavior standards.
- Interact in an honest, trustworthy and respectful manner with employees, visitors and vendors.
- Participate in departmental staff meetings, quality management activities, cultural and educational programs.
- Comply with policies and procedures.
- Display respect and understanding of Susanville Indian Rancheria's traditions and values.
- The way the employee relates to fellow employees, customers and visitors is considered parallel in importance to technical knowledge and ability.
- Any attitude or behavior that will tarnish the name or reputation of the Susanville Indian Rancheria will not be tolerated and is subject to disciplinary action.

PREFERENCE POLICY:

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| 1 st Preference: | Enrolled member of a Federally Recognized Tribe. |
| 2 nd Preference: | Documented proof of Veteran Status, i.e. DD-214, Veterans Benefit Card. |
| 3 rd Preference: | All other applicants. |

BENEFITS PACKAGE:

The Diamond Mountain Casino offers its full-time employees a highly competitive benefits package, including health, dental, and vision insurance; Wellness Program; Company Cell Phone and 401(k) Profit Sharing Plan.

HOW TO APPLY AND APPLICATION REQUIREMENTS:

All applicants are required to submit a Susanville Indian Rancheria/ Lassen Indian Health Center application. Applications can be found on our website at: www.sir-nsn.gov/human-resources/ (SIR – LIHC – Gaming Commission Application for Employment P.L. 101-630 Requirements) or picked up at 745 Joaquin Street, Susanville, CA.

Only **complete** applications will be considered. For your application to be considered complete you must attach the following:

1. Completed Susanville Indian Rancheria/Lassen Indian Health Center Application.
2. Copy of your High School Diploma **AND** College Degree or transcripts documenting your graduation or completion of your Degree.
3. Copy of your valid Driver's License.
4. Copy of any other certification required.
5. Copy of Tribal Card, if claiming Indian Preference.
6. Copy of DD214 or other proof of Veteran status, if claiming Veteran's Preference.
7. **An additional statement on how you meet each minimum qualification.**

Complete applications can be dropped off in person to the Human Resources Office at 745 Joaquin Street, Susanville, California, Monday through Friday from 8:00 am to 5:00 pm. They may also be emailed to jrobles@sir-nsn.gov or faxed to (530) 257-1895 or mailed to the above address. All applications must be **received** by 5:00 pm Pacific Standard Time on the cut-off dates of the announcement.