



Menominee Casino Resort

1st Posting

Position Pit Manager (Hourly)

Job Status Part-Time

Minimum Age 21

Wage \$14.86

Date Posted Thursday, December 05, 2019 8:00:00 AM

Date Closed Wednesday, December 11, 2019 4:30:00 PM

FIRST POSTING: OPEN 5 DAYS AND LIMITED TO ANY ENROLLED MENOMINEE TRIBAL MEMBER. SECOND POSTING: OPEN TO THE GENERAL PUBLIC.

SUMMARY

The Pit Manager is responsible for providing excellent guest service to our guests both external and internal. The Pit Manager is responsible for the smooth operation of all Table Games. The Pit Manager is responsible for maintaining staffing, the daily paperwork and record keeping of the Table Games Department. The position requires a high degree of integrity, professionalism, and accuracy. The Pit Manager is also responsible for implementing, enforcing and ensuring all Table Games employees are in compliance with the Company's objectives and goals and Gaming regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- In the absence of the Table Games Management, assumes all responsibilities of the Table Games Department.
- Ensures a maximum level of service and satisfaction throughout the table games department is achieved and maintained. Greets and welcomes guests on the casino floor establishing rapport, and providing complimentary amenities based upon specific casino guidelines for levels of play.
- Shall assist the Pit Supervisor-Box Person in opening and closing of games.
- Holds overtime to a minimum.
- Calls in additional help as needed, due to volume of business and guest needs.
- Shall maintain proper staffing levels on all Table Games for their designated shift.
- Shall maintain accurate files on all Table Games employees for their designated shift.
- Shall maintain accurate attendance records for all Table Games Employees for their designated shift.
- Shall maintain accurate disciplinary records for all Table Games Employees for their designated shift.
- Shall supervise all Pit Supervisor-Box Persons and Dealers.
- Shall assist in the preparation of employee's schedules.
- Shall conduct pre-shift meetings each day they are scheduled.
- Shall settle disputes with guests, dealers and Pit Supervisor-Box Persons.
- Shall discipline/counsel Pit Supervisor-Box Persons and Dealers as needed.
- Shall notify the proper personnel, when dealing with an intoxicated patron, and assist in restricting their play and their removal.
- Shall deal with co-workers in an unbiased and diplomatic manner.
- Shall maintain confidentiality.
- Shall approve/deny absentee slips and switch slips for the Table Games Employees.
- Shall comply with all Policies & Procedures in accordance with Gaming Standard, Ordinances, Compact, N.I.G.C., MCR and Tribal Internal Controls.
- Shall complete performance evaluations of all designated personnel.
- Shall perform any other duties as assigned by immediate supervisor.
- Responsible assisting with the entire general management of the Table Games floor on assigned shift, ensuring table games are efficiently operating in compliance with the Company's policies and procedures and the Gaming regulations.
- Maintains security of all Table Games areas; makes on-the-scene operating decisions and grants approvals as needed; resolves problems and situations as they arise in the pit.
- Responsible for supervising the operation of all of the table games offered at MCR.
- Coach employees in his/her span of control to maintain and improve on expected levels of performance and productivity by using



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positive motivation.

- Is familiar with Pit accounting procedures and administrative tasks i.e., fills, credits, player tracking and board sheets, etc.
- Shall evaluate the Table Games Operators and Multi-Games operators for efficiency while dealing as well as ensuring operators are in compliance with all Table Games Procedures and Internal Controls.
- Shall evaluate guests to determine their skill and style of play.
- Shall make Table fills/credits as needed.
- Shall monitor cash and chip transaction between operators and patrons, and ensure that operators are accurately paying out table transactions to patrons.
- Shall monitor any and all unusual activity between operators and patrons for possible collusion.
- Pass all pertinent information to management, fellow Pit Managers, Pit Supervisor-Box Persons, and/or Casino Shift Manager.
- Shall alert proper personnel of the need to remove obnoxious patrons from the premises.
- Shall continue games protection education, when it is deemed necessary by management.
- Shall have excellent guest service skills.
- Approves hotel, dining and discretionary comps.
- Ensures compliance with Gaming regulations, the Company's policies and procedures, gaming procedures and guest service standards; enforces adherence to all federal regulations.
- Reviews with Table Games Management recommendations to hire, transfer, suspend, promote, discharge, evaluate, assign and discipline all table game employees in a fair and equitable manner.
- Informs Table Games Management of any big action; informs above of noteworthy, suspicious or unusual activities.
- Ensures all inventory supplies are maintained, monitors the security of distributing cards, dice etc. is in accordance with Gaming regulations.
- Responsible for maintaining a consistent, regular and prompt attendance record.

SUPERVISORY RESPONSIBILITIES

Directly supervises all Pit Supervisor-Box Persons, T.G.O.'s and M.G.O.'s.

The Pit Manager works under the direction of the Table Games manager. The individual has a variety of responsibilities. First and foremost, the Pit Manager is expected to supervise the games in the pit and be sure they run smoothly. Games must be run properly and according to the policies of the casino. The Pit Manager must assure that regulations and procedures of the games are followed. Pit Managers are in charge of pit personnel. Individuals are responsible for the conduct of employees in their pit. Pit Managers are expected to watch dealers to make sure they are dealing properly and not making mistakes. Pit Managers watch for any cheating on the part of dealers or other employees in the pit. Pit Managers are additionally responsible for scheduling the breaks for all pit personnel.

The Pit Manager carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. Pass all pertinent information to management, fellow Pit Managers, and/or Casino Shift Manager.

Must possess the ability to work with other Menominee Casino Resort employees to ensure exceptional Guest Service to our players.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High School diploma or GED and a minimum of two (2) years experience in Table Games is required. Shall pass and maintain a passing grade in all Table Games offered by the Menominee Casino Resort. Shall pass and maintain a passing grade in all training offered by the Table Games and/or the Menominee Casino Resort. Must pass Pit Supervisor-Box Person training with a score of 80% or better prior to being hired. Must have the ability to effectively use Windows, Microsoft Outlook, Microsoft Word, Excel and Access. Must have the ability to effectively use AS 400, CMS, and Player tracking systems. Must have experience in employee discipline. Must have guest service training. Must maintain a passing grade in Title 31 compliance.

SPECIAL QUALIFICATIONS



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Strong communication and interpersonal skills required. Must be Twenty-one (21) years of age or older. A home phone (and maintain a home phone number where he/she can be reached on short notice). The ability to maintain confidentiality. He/she must be able to be approved for and maintain a valid gaming license. Candidate must be of good integrity, honest, and trustworthy. Must have a good attendance record in previous position(s). Strong organizational and interpersonal skills required. Preference given to qualified Menominee applicants.

CRIMINAL BACKGROUND MINIMUM REQUIREMENTS

No person shall be eligible for employment at Menominee Casino Resort/Thunderbird complex if they have been convicted, or have a pending unresolved charge of:

- Any crime which would require compliance with the reporting requirements for sex offenders pursuant to Menominee or Wisconsin law; or
- A felony conviction of any kind in the immediately preceding two years
- A crime of any kind related to gambling in the immediately preceding two years
- A crime of any kind related to theft, fraud, or misrepresentation in the immediately preceding two years;
- A crime of any kind related to a crime of violence, or involving domestic violence, or a drug offense involving sale of drugs, or possession with intent to sell drugs during the immediately preceding two years.

"In addition to the minimum criminal background requirements listed above, employee must meet the minimum criminal background requirements necessary to obtain a gaming license as stated in Menominee Tribal Code Chapter 347 and the Tribal Gaming Compact."

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of guests or employees of organization. Ability to speak, write and read Menominee Language is a plus.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical implications. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

GAMING KNOWLEDGE:

Must know, understand, and pass (a score of 80% or better) the training for all games currently offered at MCR (i.e. Black Jack, craps, roulette, poker, and specialty games)

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

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 enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the Employee is regularly required to use hands to finger, handle, or feel objects, reach with hands and arms; and talk or hear. The employee is required to stand for the entire shift. The Employee must be able to bend, twist and reach for an entire shift. The Employee must maintain physical stamina to work in a fast-paced, guest-oriented environment and deal effectively with problems or difficult situations as they arise. Must be able to work odd/long hours, which include weekends, holidays and evening hours.

Employee must present a neat, well-groomed professional manner and appearance in accordance with company policies and procedures.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The employee must be able to distinguish the colors of the chips used on all Table Games at MCR.



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Menominee Casino Resort is a drug free work place, must be able to pass a pre-employment and/or random drug testing.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an Employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually loud.

This facility is not a smoke free environment.