



## CASINO DENE

Job Title:	CASINO GENERAL MANAGER	Closing Date:	July 25, 2017 @ 4:30 pm
Department/Group:	Administration		
Location:	Casino Dene		
Level/Salary Range:	Dependent on Experience	Position Type:	Full Time
Contact:	John Usher, CEO		
Skills:	Casino Management Experience		
Immediate Supervisor	CEO		
<b>Applications Accepted By:</b>			
<b>FAX OR E-MAIL:</b> (780)594-7902 or <a href="mailto:opsmanager@casinodene.com">opsmanager@casinodene.com</a> <b>Attention:</b> CEO		<b>Drop off your resume at the front desk with Security</b> <b>OR: apply on the webpage at <a href="http://www.casinodene.com">www.casinodene.com</a></b>	
<b>Job Description</b>			
<b>ROLE AND RESPONSIBILITIES</b> <ul style="list-style-type: none"> <li>• <i>Responsible for delivering service excellence to achieve the ultimate customer experience.</i></li> <li>• <i>Must have 5 years' experience in a senior management role.</i></li> <li>• <i>Ensures that the casino games operate according to government regulations</i></li> <li>• <i>Excellent written and verbal communication – including ability to write external submissions</i></li> <li>• <i>Able to manage stress when dealing with frustrated customers</i></li> <li>• <i>Responsible for HR procedures including but not limited to hiring/ firing of staff and scheduling.</i></li> <li>• <i>Manages the casino to obtain optimum efficiency and economy of operations and to maximize profits pursuant to policies.</i></li> <li>• <i>Ensures policies and procedures are followed to achieve profit objectives by assuming responsibility for business operations, and profit and losses of all divisions.</i></li> <li>• <i>Develops and implements marketing strategies and promotional programs.</i></li> <li>• <i>Ensure policies/procedures are used to maximize guest satisfaction and increase player action and traffic flow.</i></li> <li>• <i>Supervise the coordination and development of statistical data such as departmental budgets and gaming trends.</i></li> <li>• <i>Monitor gaming rules, laws and trends to insure policies/procedures and internal controls are current and are followed.</i></li> <li>• <i>Establish and carry out necessary controls and communications to meet high standards pertaining to team member moral, attitude, appearance, friendliness and courtesy.</i></li> <li>• <i>Ability to pass on job experience and knowledge to the casino Departmental Managers and staff.</i></li> <li>• <i>Must pass the AGLC due diligence process.</i></li> <li>• <i>Must be available to work nights and weekends and on call 24/7 as business needs require.</i></li> </ul>			