



YOUR HOME FOR M A C E R O N G O

JOB POSTING

Muckleshoot Indian Bingo is an Equal Opportunity Employer but does practice Indian Preference hiring in accordance with Public Law 93-638, the Indian Self Determination and Education Act. Per MIB Policies, employees must pass a pre-employment Alcohol and Drug test and be free of drugs and alcohol.

JOB TITLE: VGD Shift Manager

GAMING LICENSE REQUIRED: Class IIA

GRADE: 12

STATUS: Hourly, Non-Exempt

SYSTEM TITLE: Class II Video Gaming Device (VGD) Shift Manager

POSITION REPORTS TO: VGD Manager

JOB SUMMARY: Must be able to work any shift and be available to work weekends and holidays. Under the direction of the VGD Manager, is responsible for supervising employees assigned to shift, and ensuring effective and efficient VGD operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES: The statements describe the general nature and level of work only. They are not an exhaustive list of all required responsibilities, duties, and skills. Other duties may be added, or this description may be amended, at any time.

1. Responsible for VGD area, ensure compliance with Tribal Gaming regulations and other Federal gaming agencies, such as NIGC.
2. Verifying and Authorizes jackpots.
3. May issue VGD comps, when needed with approval from VGD management or higher.
4. Responsible for resolving VGD malfunctions, customer complaints, and VGD player service during assigned shift.
5. May assist or give input with payroll and budget
6. Assist/support in claim forms, reports, game changes and promotions.
7. Assists in maintaining VGD Floor security by reporting any suspicious activity.
8. Assists management in interviewing, hiring, training, scheduling, evaluating, and providing feedback to supervisors and staff, rewarding or disciplining staff, terminations, monitors staffing levels, and recommends direction and guidance for the department.
9. Manages the shifts day-to-day VGD operations and maintains knowledge of all aspects of machines, games offered, players' club rewards programs, vouchering and player tracking system (i.e. CMP or m3t), events and promotions.
10. Ensures proper training of all staff on Bingo and department policies, procedures and practices.
11. Demonstrates clear, open, friendly, professional and positive communication with all internal and external guests.
12. Maintains effective shift team work by supporting, appreciating, and developing employees.
13. Performs other job-related duties as assigned.

EDUCATION, EXPERIENCE AND TRAINING FOR POSITION (required and preferred):

- High School Diploma or GED equivalent required.
- Must have at least two (2) year experience in working with Video/Electronic Gaming Devices.
- One (1) year of previous supervisory experience required.

SPECIFIC SKILLS/KNOWLEDGE/EXPERIENCE REQUIRED FOR POSITION:

- Demonstrate the ability of developing individuals and enforcing policies and procedures through training and progressive discipline.
- Demonstrate excellent communications skills, effective at listen to, understanding, and clarifying the concerns and issues raised by employees, co-workers and guests.
- Maintain composure and objectivity under pressure.
- Resolve issues by using resources effectively.
- Demonstrate ability to communicate effectively orally and in writing.
- Demonstrate knowledge of Microsoft Office Suite applications.
- Available to work any shift including weekends and holidays.
- Knowledge of Video/Electronic Gaming devices.

OPENS: 1/10/19

CLOSES: 1/16/19 @ 5pm



YOUR HOME FOR MUCKLESHOOT BINGO

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JOB DEMANDS

PHYSICAL

- Regularly required to sit, stand and walk; talk or hear; bend, stoop; climb stairs, reach, bend, twist, kneel, squat and use manual and finger dexterity for operation of personal computer, office equipment and routine tasks.
- Regularly required to sit, stand or walk for extended length of time.
- Frequently required to lift and/or move up to thirty pounds (30 lbs.), occasionally more with or without assistance.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

MENTAL

Social perceptiveness to assess and understand other's reactions and behavior. Critical thinking to use logic and reasoning, reach conclusions/solutions. Comprehension in assessing, analyzing, and processing alpha, numeric, and visual data and completing required tasks or documents accurately. Ability to tolerate stress and conduct tasks under critical deadlines. Ability to concentrate on task over a period of time without being distracted.

WORK ENVIRONMENT

Exposure to second hand smoke, moderate to high noise level, bright lights, fluctuating temperatures or weather conditions.

- *This list of minimum essential functions is illustrative of the minimums ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all of the duties listed as the maximum expectation, nor does it necessarily list all possible duties that may be assigned.*
- *Success in this position will require ongoing knowledge and application of Company driven performance indicators that include but are not limited to interpersonal and communication skills, change leadership and teamwork, customer service and satisfaction, attendance and punctuality, integrity and dependability.*
- *All duties shall be performed in accordance with Muckleshoot Bingo's policies & procedures, internal control standards, and organizational objectives.*
- *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

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