



Job Posting

Dealer Supervisor & Relief Operations Manager

We are looking for an energetic and passionate professional with proven knowledge, skills and abilities, executing the following in support of the company's vision, mission and values:

Key Responsibilities

- Monitors Dealers in an assigned area; maintains game integrity; monitors game limits and cash/value transactions; may assign shift work assignments in an assigned area
- Makes changes to rotations as required
- Provides input for coaching and mentoring employees
- Participates in the implementation of strategic table games plans
- Requests fill/credit issuance as required
- Verifies cash/value transactions pertaining to floats, fills credits and tips
- Ensures compliance with licensing laws, health and safety and other statutory regulations
- Helps create an engaged work environment by recognizing excellent performance and by caring about and supporting our team members every day;
- Contributes to department and site strategic planning activities to increase revenue and reduce expenses, and ensures the department executes related initiatives;
- Participates in budget planning for designated departments and is responsible for oversight and management of related expenses;
- Provides leadership, direction and mentoring to the teams while providing continuous coaching for success to achieve high performance;
- Designated departments could include a combination of Guest Services, Food and Beverage, Slots, Table Games and/or Cage and Count.
- Responsible for key performances measures of operating areas- financial, team member engagement, turnover, etc.
- Monitors and analyzes team member productivity, work skills and behaviours;
- Plans and facilitates team meetings to review performance;
- Administers the Collective Agreement and conducts grievance discussions;
- Reporting irregularities and suspicious activities - financial or otherwise; reviewing and preparing incident reports;



- Develops and cultivates strong working relationships with all stakeholders: guests, management, team members and Regulators;
- Liaises and communicates effectively with other business units as required;
- Ensures compliance of designated departments with policy and procedure, legislation, health and safety and other statutory regulations and programs;
- Anticipates operational and service issues before they escalate, trouble-shoots and resolves guest concerns before they become complaints;
- Performs other duties as assigned

Qualifications:

- Minimum 2 years+ of experience gaming supervision;
- Experience working in various departments within gaming;
- Post-Secondary education or suitable combination of education and experience.
- Proven leadership skills and the ability to train and develop team members.
- Ability to exceed internal and external guest expectations through timely, effective and service oriented communication.
- A willingness to learn, develop and achieve new skills for personal and professional development.
- Computer proficiency in MS Office

How to apply:

If you are passionate about being a Dealer Supervisor & Relief Operations Manager and want to be part of a dynamic team, we would love to hear from you! Please submit your resume and a brief cover letter to recruitment@casinonanaimo.ca by 11 June 2025 and have a discussion about your interest in the position.