



## **Position Summary**

This position is responsible for the planning and directing of site operations along with the overall leadership and mentoring of designated departments. Under the direction of the Director, Operations, this position provides leadership, direction and mentoring to the departments; motivating and leading by example to ensure an engaged workforce; utilizes key performance indicators to focus, guide and inspire the teams to deliver. This position ensures adherence to all policies and procedures; identifies and implements improvements to increase operational effectiveness and compliance and efficiencies to maximize revenues, minimize expenses, enhance the guest experience and provides a safe and welcoming work environment for all team members.

## **Key Responsibilities**

- 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 including the AGCO;
- Anticipates operational and service issues before they escalate, trouble-shoots and resolves guest concerns before they become complaints;
- Performs other duties as assigned or directed

#### **Education and Qualification Requirements**

- Minimum 5-10 years of experience in gaming/ casino management;
- 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
- The ability to obtain registration by GPEB & SIR Certification



### **Special Working Conditions**

Our reputation is of paramount importance. As such, we will conduct our business in an ethical and professional manner. Every team member will be obliged to understand and follow all of the policies outlined in the Corporate Ethics & Conduct Manual and will disclose any irregularities or wrongdoing in accordance with the Company's Whistleblower Policy.

The Company is committed to sound internal control policies and practices. Every team member will follow the internal control practices required of their position and department.

### **Compliance Requirements**

- Every team member must comply with all requirements of the Corporate Ethics & Conduct Manual and with all other corporate policies communicated to the team;
- Every team member will be familiarized with the business process documentation and internal control objectives related to their position, and how their job description aligns with specific internal control activities for which they are responsible;
- Adhering to all company and regulatory policies as they relate to functions of the position.

### **Licensing and Certification Requirements**

Permanent employment is dependent upon the authorization and continued approval of Provincial regulatory bodies. New team members will complete an application and will begin work after regulatory approval is received. Existing team members will reapply as necessary, and continuing work will be dependent upon successful renewal.

For positions that require additional certification, the appropriate level of certification must be maintained.

Job Types: Full-time, Permanent

Pay: \$68,000.00-\$74,000.00 per year

Additional pay: Bonus pay



Benefits:

- Dental care
- Disability insurance
- Employee assistance program
- Extended health care
- Life insurance
- On-site parking
- RRSP match
- Vision care

Flexible language requirement:

- French not required

Schedule:

- Day shift
- Evening shift
- Monday to Friday
- Night shift
- Weekends as needed
- Ability to commute/relocate:
  - Nanaimo, BC V9R 5E2: reliably commute or plan to relocate before starting work (required)

Work Location: In person