

Job Opening – Pit Boss

Summary

Ensures efficient and effective operation of all table games as per the policies & procedures in accordance with state, federal and tribal regulations; ensures that the highest possible standards of guest service is provided; provides direction and guidance for the blackjack department. Presents a positive image in the casino and community.

Essential Duties and Responsibilities

Ensures that internal controls and all tribal gaming policies as well as state and federal regulations are followed

Provides input and resolution concerning operational deficiencies and areas in need of attention in order to maintain highest level of operation.

Oversees the performance and productivity of all dealers, ensuring the right games are in place to deliver an unparalleled table games experience for the guests.

Conducts investigations into the resolution of variances to ensure compliance with company policies and maintaining employee integrity levels.

Responsible for verifying and ensuring payouts of large jackpots and other awards are properly executed.

Assesses the integrity of all games and takes corrective action when required.

Oversees the protection of the bankrolls on all blackjack games; assesses and ensures the integrity of all table games operations and the controls/protects company assets.

Performs additional duties and responsibilities as necessary or assigned

Key Skills and Abilities

Customer Service - Emphasizes customers (whether internal or external) in every decision and situation. Sees issues from a customer's point of view; is in touch with customer needs, expectations, and gaming experiences. Sets the standards and establishes high expectations for handling customer problems. Personally provides excellent customer service.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Works well in group problem solving situations; Uses reason even when dealing with emotional topics. Is able to find new approaches to old problems; Demonstrates flexibility in thinking. Thinks about the implications of decisions, not just within his/her area of accountability. Considers the systemic implications of decisions, rather than just taking a tactical or narrow view.

Communication Skills - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings. Explains information whether oral or written clearly and informatively; Presents numerical data effectively; Able to read and interpret written information.

Interpersonal Skills - Is friendly and positive with others. Maintains composure under stress and is generally viewed as even-tempered. Demonstrates good judgment, poise and maturity in interactions with associates and customers. Interpersonal style serves to enhance rather than undermine relationships with others. Treats others with respect and dignity.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own

interests. Collaborates and cooperates; works hard to achieve win-win solutions. Can be counted on to personally contribute to team efforts.

Change Leadership - Skilled at recognizing need and opportunity for change which will result in meaningful improvement in employee development, customer satisfaction, and business results. Takes responsible risks to improve performance; Able to deal with frequent change, delays, or unexpected events; Creates excitement in his/her area for change.

Business Knowledge/Literacy-Understands own function and job and its relationship to other aspects of the business. Demonstrates broad business sense and skills that are relevant both within and outside gaming. Is adept at analyzing business performance indicators to make solid decisions which drive improved performance. Is practical, cost saving, and profit-oriented.

Integrity - Adheres to high standards of personal and business ethics and behavior. Can be counted on to meet obligations and commitments. Honest, consistent in communication and behavior.

Initiative/Sense of Urgency - Understands the link between customer satisfaction and business performance; Reacts quickly and decisively. Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality. Does not wait to be told what to do. Can be counted on to handle business and customer issues before they escalate into major problems.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments and makes deadlines; Commits to long hours of work and/or flexibility when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Education and/or Experience

Associates Degree in business related field with four years experience in casino table game management required; and/or six years of comparable education and experience.

Computer Skills

Proven knowledge of computer modeling software as it relates to guest databases and gaming spreadsheets with the ability to operate a personal computer preferred.

Physical, Mental and Environmental Demands

Must be able to maneuver in all areas of casino and in and around machines. Must operate in both mentally and physically stressful situations. Must be able to walk and be on feet for long periods of time. Must be able to lift up to 40 pounds. Must be able to bend, reach, kneel, twist and grip items. Able to walk, sit or stand for long periods of time. Work in a second hand smoke environment, high noise level, bright lights and dust.

Creek Nation Casino applies Indian Preferences in its hiring practices. Candidate must be able to obtain Oklahoma Gaming License. The casino also reserves the right to make changes to this job description.