

Senior Shift Manager - CAGE

JOB SUMMARY:

Responsible for ensuring that accounting activities at all Vault and Cage locations are performed accurately and efficiently in accordance with all applicable laws, West Virginia Lottery rules and regulations, Federal mandates, and Mountaineer Casino, Racetrack and Resorts established policies, procedures and controls.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Assists in the supervision of the staff's performance as it pertains to cage and vault procedures, security and compliance.
- Assists in training, scheduling and evaluations of personnel in keeping with company objectives.
- Assists in maintaining appropriate staffing levels for all shifts within the department.
- Responsible for the smooth implementation of all procedural changes.
- Monitors and edits working schedules, time and attendance reports for cage/vault employees daily.
- Maintains and secures necessary controls for the cage/vault operations
- Verifies the cash reserve daily and places bank orders for currency and coin as necessary.
- Assumes the responsibility for the controlling and accounting activity within the cage and vault for each shift and for adherence to regulations and policies regarding cage/vault.
- Performs other duties as needed to ensure efficient and effective operational needs are maintained to company and department standards.
- Interacts with customers and employees during their assigned shift to assure that the team is always pleasant while being efficient and effective.
- Ensures that all equipment is in good working order, schedules maintenance as needed.
- Enthusiastically supports, actively promotes and demonstrates superior customer service in accordance with department and company standards and programs.
- Assists in staff selection, training, recognition, separation and other human resources related issues.
- Evaluates staff performance and provides feedback.
- Complete understanding and adherence to disciplinary policies including but not limited to coaching and counseling staff and the use of the progressive discipline to modify performance.
- Assist in the development, implementation and monitoring of department standard operating procedures.
- Participates in continuous improvement teams as assigned and contributes input, information and solutions to help improve the department and organization.
- Practices, observes and enforces safety rules and regulations while looking out for the welfare of the customer.
- Investigates customer complaints relating to the department and determines basis of grievance.
- Utilizes effective communication tools to ensure that consistent, accurate and timely information is provided through the shifts.
- Ensures that staff behavior and appearance are in compliance with established standards.
- Maintains a professional work environment with management and staff. Maintains harmony among staff and resolves grievances.
- Maintains complete confidentiality of all company information at all times.
- Participates in meetings and trainings as required.
- All other duties as assigned.

EXPERIENCE/QUALIFICATIONS/SKILLS/REQUIREMENTS:

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum of one year related casino cage experience in a supervisory capacity; or equivalent combination of education and experience.

Excellent communication skills both written and oral. Ability to write routine correspondence and to speak effectively to the public, employees and customers. Results oriented, hands-on professional with the ability to deal effectively and interact well with the customers and employees. Must have the ability to resolve problems/conflicts in a diplomatic and tactful manner. Ability to read and comprehend simple instructions, short correspondences, and memos. Ability to accurately calculate figures and amounts and perform mathematical functions applicable to business needs. Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret and follow through on a variety of instructions furnished in written, oral, diagram or schedule form.

Thorough knowledge and management experience in casino cage/vault operations. Knowledge of Microsoft Office software. Must demonstrate leadership and fairness in dealing with customers and employees; and, possess the ability to instill a sense of pride and personal responsibility in staff. Excellent customer service and building positive team spirit. Previous customer service experience preferred. Flexible to work all shifts including holidays, nights, weekend hours and overtime as business needs dictate.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee: must be able to maintain physical stamina and proper mental attitude to work under pressure in a fast-paced, casino environment and effectively deal with customers, management, employees and others. Is regularly required to stand; walk and move through all areas of the casino; speak; hear; use hands to finger, handle or feel; reach with hands and arms. The employee may occasionally be required to sit. Occasionally climb heights and reach above shoulder level; continuously bend/stoop, squat, balance, kneel, lift and push/pull. Specific vision abilities required by this position include close and distance vision; color and depth perception; peripheral vision and ability to adjust focus. The employee must continuously lift and/or move up to twenty-five (25) pounds and lift and/or move up to fifty (50) pounds.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function.

Must be able to stand/walk/ sit for extended periods. May be exposed to working in a noisy, smoke/secondary smoke environment.

Must be at least 21. You must be able to obtain a Level 1 Table Game License and a Validation Manager License through the WV Lottery. Must be able to pass a background investigation and obtain and maintain a WV Racing License.

EDUCATIONAL REQUIREMENTS:

High School Diploma or equivalent. Associates Degree from a two-year college or technical school.