

Mazatzal Hotel & Casino

JOB DESCRIPTION

POSITION: Table Games Supervisor
DEPARTMENT: Table Games
STATUS: Full-time
SHIFT: Days/Swings
RATE: \$16.00 p/hr

NUMBER OF POSITIONS: 2
REPORTS TO: Table Games Manager
SUPERVISES: Table Games Dealers

JOB SUMMARY: Under direction of the Table Games Manager, administer operations of the card room during an assigned shift. Oversee gaming activities. Ensure adherence to prevailing policies and procedures, departmental internal Tribal/State Compact and NIGC MICS. Provide and promote exceptional guest service. Assist in training, scheduling and assignment of duties to Table Games team members.

ESSENTIAL JOB FUNCTIONS:

- Observe and analyze the integrity of all table game activity.
- Maintain security of Casino assets.
- Mediate and solve problems for guests and team members.
- Confirm that Table Games team members are providing optimum service to guests.
- Control inventory and player tracking with appropriate paperwork and data entry methods.
- Keep team members updated on policies, procedures, and special events.
- Ensure compliance with State and Tribal Gaming regulations.
- Regularly review staff performance with the Table Games Manager.
- Maintains playing card inventory, issues cards to tables as needed.
- Perform other job related duties as determined by the Table Games Manager.

QUALIFICATIONS:

- High School diploma or GED recommended. Experience may substitute for formal education.
- Minimum two years management or supervisory experience.
- Must have Table games dealing experience and/or experience in a related field.
- Excellent guest service and communication skills.
- Schedule flexibility.
- Demonstrated leadership ability. Ability to remain calm in tense situations.
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PHYSICAL, MENTAL, AND ENVIRONMENTAL DEMANDS:

- Manual dexterity for operation of office equipment and routine paperwork.
- Ability to read, write, speak, and understand English clearly.
- Ability to sit or stand for extended periods of time.
- Ability to lift 40 pounds.
- Ability to work entire shift in a smoking environment.

Mazatzal Hotel & Casino reserves the right to make changes to the above job description whenever necessary.