



Job Title – Dual Rate Shift Supervisor/Dealer

Location – Gretna, FL

Closing Date: September 29, 2017

Openings - One (1) Internal Openings

Job Overview:

Under the direction of the Poker Room manager, the dual rate supervisor is responsible for the operation of poker games in accordance with state gaming regulations and internal controls, policies and procedures. They will manage opening/closing procedures, rotate dealers, address questions or conflicts and supervise all games and tournaments. They will work in a dual roles as supervisor and dealer as needed.

Duties and Responsibilities:

- Ensure that all poker employees adhere to Florida cardroom regulations, as well as internal controls, and departmental policies and procedures
- Prepare shift reports daily
- Resolve conflicts in a fair and professional manner, balancing the interest of the customer, employee, and company
- Investigate reports of variance and take appropriate action
- Maintain appropriate staffing levels as needed to strategically control payroll costs and provide adequate guest service.
- Act as a role model and coach while developing employees using a consistent, and approachable demeanor and clearly articulating the department's and company's expectations
- Ensure that team members clearly understand and are held accountable for their performance expectations
- Maintain current knowledge of Florida regulations, and of internal controls, policies and procedures

Job Requirements: (please ensure you meet the listed requirements prior to applying)

- High School diploma or GED required
- Must be twenty-one (21) years of age or older
- Must have five (5) years poker, cardroom experience
- Must have a professional demeanor and be able to communicate well with the public
- Must have a working knowledge of poker and be able to deal all poker games. A skills test and/or audition may be administered
- Must have a working knowledge of Microsoft Word and Excel
- The employee frequently is required to stand, sit, and walk for long periods of time
- Must be able to work efficiently in crowded and confined areas
- Willing to participate in training as recommended or required
- Must have reliable transportation to and from work
- Must have a Florida Gaming License (or the ability to obtain and maintain a license) as a requirement for this position
- Willing to work odd and irregular hours including night and weekend schedules