



CREEK ENTERTAINMENT

GRETNA

Job Title – Poker Shift Manager
Closing Date: September 29, 2017

Location – Gretna, FL
Openings – One

Job Overview:

Under the direction of Poker Room Manager the Poker Shift Manager is responsible for the poker and food and beverage operations in accordance with company and employee handbook guidelines and state regulatory guidelines. Act as property Manager on Duty (MOD) as assigned. Poker Shift Manager is the direct report for front line employees of all departments while on duty. They will work collectively with the CEG management team to ensure profitability and quality guest and employee experience.

Duties and Responsibilities:

- Ensure that all poker employees adhere to Florida card room 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 by aiding in the new hire selection process and scheduling, disciplining, rewarding, and evaluating the performance of employees
 - Act as a role model and coach while developing employees using a consistent, and approachable demeanor and clearly articulating the departments and companies expectations
 - Ensures 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
 - Counsels, guides, trains, and instructs assigned personnel in the proper performance of their duties
- Have a willingness and ability to work in a high noise environment





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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, card room experience
- At least one (1) year previous management or supervisory experience
- Must have a professional demeanor and be able to communicate well with the public
- Must effectively develop employees performance through leadership and team building
- Must effectively communicate with staff and management to ensure sound and thorough decisions are executed.
- Must have a working knowledge of Microsoft Word and Excel
- Strong guest service skills
- 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

To apply for this position, please submit your resume to HR Department or Property manager. If you are an internal employee, please complete an internal job posting form and submit it to the same email address. kwilliams@pcigaming.com

