



# POSITION DESCRIPTION

## Bay Mills Resort & Casinos

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<b>POSITION:</b>	<b>Pit Boss</b> (Full Time)	<b>LICENSED:</b>	Yes
<b>DEPARTMENT:</b>	Gaming Department	<b>GRADE:</b>	17 (14.50- 21.75)
<b>REPORTS TO:</b>	Pit Boss II	<b>STATUS:</b>	Non-Exempt

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### **POSITION SUMMARY:**

Under the direction of Pit Boss II, the Pit Boss will oversee the operations of gaming, interact with customers, track customers play, and monitor customers and casino staff for any dishonest activity.

### **ESSENTIAL FUNCTIONS:**

1. Provides exemplary customer service by “Exceeding Expectations One Opportunity at a Time”.
2. Performs all duties of the Dealer, as needed (see Dealer Position Description).
3. Provides direct supervision of table and card games during assigned shift as to game rules,-procedures, card and chip handling, and staff performance, service and attitude.
4. Supervises all table/card games, including assigning staff to tables, and making necessary adjustments as tables are closed and opened.
5. Enforces all rules, house infractions, policies and procedures to maintain compliance in the pit and poker room area.
6. Monitors the movement and chips leaving the game, player wins and losses, and maintaining proper inventories on all games.
7. Completes all paperwork pertaining to markers, credits, fills, toke sheets, odds sheets, bank sheets, etc. in accordance with established casino procedures.
8. Has knowledge, training and experience in all the games within the department.
9. Supports an atmosphere of optimism, friendliness, instruction and accountability towards customers and staff.
10. Proactively monitors all sportsbook, table and card games to ensure the integrity of play.
11. Works with management, including security and surveillance to identify those issues/individuals of concern which may compromise play and implements effective decision-making to address those issues.
12. Maintains up-to-date knowledge of common cheats, improved dealer technique and other industry standard skills that may assist department efforts.
13. Maintains a neat, clean and professional appearance according to the standards set by the Gaming Department and holds staff to that same standard.
14. Assumes the responsibility for safeguarding bankroll, cards and dice, and all other assets of the Gaming Department.

15. Provides staff instruction, skills development, customer service techniques and, where needed, disciplinary action in accordance with established policy and procedure.
16. Explains, educates and assists customers with sports wagering information.
17. Conducts table, card, and sportsbook opening and closing procedures.
18. Completes all paperwork for calculated win/loss, net win, and hold percentage at the end of his/her shift.
19. Proactively tracks the play of guests, including full compliance with the established Title 31 procedures of the department and property.
20. Responsible for learning and following daily policies and procedures for the Gaming Department and Bay Mills Resort & Casinos.
21. Must attend all mandatory trainings designated by the Human Resources Department, Department Director and/or General Manager, including TIPS and Title 31.
22. Performs and ensures compliance with the Bay Mills Gaming Commission Rules and Regulations.
23. Other duties may be assigned within the scope and complexity of this position's essential functions.

**PHYSICAL REQUIREMENTS:**

While performing the duties of this job, the employee must be able to sit, stand, bend over, kneel, and lift at various times. The employee is regularly exposed to a fast-paced and noisy environment. Must be able to lift up to 15 pounds and spend lengthy sessions on their feet.

**POSITION REQUIREMENTS:**

1. Must have a high school diploma or equivalent.
2. Associates Degree or equivalent from a two-year college or technical school preferred.
3. 1-3 years' experience and/or training in the gaming field, including knowledge and experience with all games within the department.
4. Must be a current employee of the Bay Mills Resort & Casinos Gaming Departments. This position may be restricted to qualified applicants already working within the Gaming Department.
5. Must be able to obtain a gaming license through the Bay Mills Gaming Commission and maintain eligibility throughout employment.
6. Must demonstrate competency and skill with all games offered at Bay Mills Resort and Casinos.
7. Must have experience in writing and implementing training manuals and tests for all table and card games.
8. Must possess a personable, customer service attitude along with organizational ability to handle multiple tasks simultaneously.
9. Must present a well-groomed, professional appearance and speak, understand and write in the English language.
10. Excellent communication skills required.
11. General computer experience a must.
12. Must be willing to work long hours if needed and on short notice.
13. Must be available to work a varied schedule that is subject to change under short notice, based upon the needs of the operation.
14. To perform this position successfully, an individual must be able to satisfactorily perform each function listed under the essential functions and physical demands categories of this position description.
15. Must have an excellent past work record, including attendance.

**PREFERENCE:** Preference will be given to those of Native American descent.

**CLOSING DATE:** May 9, 2022 (4:30pm)

**APPLY TO:** Send Application to:

Erin Forrester; HR Generalist  
Bay Mills Human Resources Department  
12124 W. Lakeshore Drive  
Brimley, MI 49715  
(906) 248-8526

[eforrester@baymills.org](mailto:eforrester@baymills.org)

Subject: Pit Boss

\*\*Applications can be found on the Bay Mills website at [www.baymills.org](http://www.baymills.org) under the employment section\*\*