



POSITION DESCRIPTION

Bay Mills Resort & Casinos

POSITION:	Pit Boss II	LICENSED:	Yes
DEPARTMENT:	Gaming Department	GRADE:	22
REPORTS TO:	Gaming Manager	STATUS:	Non-Exempt

POSITION SUMMARY:

Under the supervisor of the Gaming Manager, the Pit Boss II shall assist with the enforcement of departmental policies and procedures while completing the day-to-day assigned tasks that ensure the efficient operation of the department.

ESSENTIAL FUNCTIONS:

1. Provides exemplary customer service by “Exceeding Expectations One Opportunity at a Time”.
2. Performs all duties of the Pit Boss, as needed (see Pit Boss Position Description).
3. Performs all duties of the Dealer, as needed (see Dealer Position Description).
4. Ensures the timely and accurate filing or forwarding of day-to-day paperwork, including Human Resources, Accounting, and Kronos forms and documents.
5. Assists in the development and implementation of the department schedule to ensure adequate staffing of the shifts.
6. Assist the Gaming Manager with the department training schedule, including participating as, or identifying department individuals to assist in the training of staff.
7. Inputs employee record data into applicable computer file.
8. Consistently evaluates department procedure, process and policy and recommends those additions and changes that would promote efficiency and professionalism to the Gaming Manager.
9. Organizes, updates, and maintains all employee files according to the standards set by the department.
10. Routinely compiles reports, data and statistics to assess the performance of games, staff and department promotions to the Gaming Manager.
11. Ensures the proper supply of equipment or materials needed by the department.
12. Ensures the completion of staff evaluations.
13. Responsible for enforcing all rules, house infractions, policies and procedures to maintain compliance in the pit and poker room area.
14. Supports an atmosphere of optimism, friendliness, instruction and accountability towards customers and staff.
15. Works with management, including security and surveillance to identify those issues/individuals of concern which may compromise table, card, or sportsbook play.
16. Maintains a neat, clean and professional appearance according to the standards set by the Gaming Department and holds staff to that same standard.
17. Assumes responsibility for staff instruction, skills development, customer service techniques and, where needed, disciplinary action in accordance with established policy and procedure.
18. Proactively tracks the play of guests, including full compliance with the established Title 31 procedures of the department and property.

19. Responsible for learning and following daily policies and procedures for the Gaming Department and Bay Mills Resort & Casinos.
20. Must attend all mandatory trainings designated by the Human Resources Department, Department Director and/or General Manager, including TIPS and Title 31.
21. Performs and ensures compliance with the Bay Mills Gaming Commission Rules and Regulations.
22. 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 an Associate's Degree or equivalent from a two-year college or technical school.
2. 1-3 years' experience and/or training in the gaming field, including knowledge and experience with all games within the department.
3. Must be certified by Bay Mills Resort & Casino in all sportsbook, table and card games.
4. Must have experience in writing and implementing training manuals and tests for all table and card games.
5. This position may be restricted to qualified applicants already working within the Gaming Department.
6. Must be able to obtain a gaming license through the Bay Mills Gaming Commission and maintain eligibility throughout employment.
7. Must possess a personable, customer service attitude along with organizational ability to handle multiple tasks simultaneously.
8. Must present a well-groomed, professional appearance and speak, understand and write in the English language.
9. Excellent communication skills required.
10. General computer experience a must.
11. Must have an excellent past work record.
12. Must be willing to work long hours if needed and on short notice.
13. Must be available to work different schedule as directed by the Gaming Manager.
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: OPEN UNTIL FILLED

APPLY TO: Send Resume and Application to:

Anna Carrick or Renae Wiczorek
Human Resources Generalists
Bay Mills Human Resources Department
12124 W. Lakeshore Drive
Brimley, MI 49715
(906) 248-8523 or (906)-248-8528

recruitment@baymills.org

Subject: Pit Boss II

Applications can be found on the Bay Mills website at www.baymills.org under the employment section