



*Let's play.*

**POSITION TITLE:**       **General Manager**  
**REPORTS TO:**           **VP of Operations**

At the Baccarat Casino (a Gateway Casino property) we are fun, bright, motivated and love what we do. So we invite you to join our team of professionals and experience the excitement of a casino environment.

### **Purpose**

Manage the entire casino gaming floor. Oversee casino cash flow and monitor budgetary impacts. Manage the operational integrity of the casino, and the professionalism of the employees within the casino. Ensure that Gateway Casinos and AGLC policies and procedures are maintained at all times. Communicate with all casino department heads, and VP of Operations. Provide operational and other requested reports to the VP of Operations.

As the General Manager you will be responsible for;

- Managing and maintaining a smooth gaming floor operation, including all facets of the casino operations in tables, slots, cage, food & beverage
- Responsible for casino cash flow and budgetary impacts
- Lead and inspire professionalism within the casino operation, through education and example
- Maintain communication between departments, and provide support to casino staff to help maintain a high, consistent level of staff performance and customer service
- Act as a resource regarding all policies and procedures set by Gateway Casinos and AGLC, while ensuring that they are upheld
- Educate and train staff on new initiatives and new procedures for the casino, and support all supervisory staff to do the same
- Provide leadership in all emergency situations and ensure that all staff are aware of their individual responsibilities in an case of an emergency
- Provide input on employee promotions and stay involved in the selection of employees for promotion
- Track probations and maintain a good working knowledge of labor relation laws and regulations
- Mentor staff, provide feedback, and assist them with work related problems or concerns
- Monitor staff morale and recognizes employee achievements
- Hold regular (monthly) tactical operations meetings with Departmental Managers; keep minutes and action plans, and forwards same to VP of Operations and COO.
- Develop Assistant General Managers for the purpose of succession planning, and provide regular verbal and written reports to the VP of Operations and the VP of Human Resources
- Perform other duties as assigned.

In addition to the above skills, you will have a minimum of 7-10 years of gaming experience, minimum of 2 years as a games manager, experience with scheduling and budgeting and a general understanding of overall Casino Operation. Preference will be given to a candidate that holds a High School Diploma or equivalent, a post secondary Education, and a gaming registration.

Please apply in confidence, by submitting your Cover Letter and Resume to the Palace Casino via email: [rwoychuk@palacecasino.com](mailto:rwoychuk@palacecasino.com) or fax: (780) 444-1155 by February 5, 2010.

