



<b>Job title</b>	<b><i>General Manager, #10004</i></b>
<b>Reports to</b>	<b><i>Chief Executive Officer</i></b>

### **Job Purpose**

This position manages, administers and ensures the gaming facility, hotel, engineering, environmental, marketing and restaurant entities are in compliance of operational policies. The position is responsible for all casino department heads and operation of departments to ensure compliance with all applicable laws, regulations, orders, rules and statutes, including Tribal ordinances and resolutions, the Indian Gaming Regulatory Act (IGRA), National Indian Gaming Commission (NIGC), Tribal – State compact, other applicable laws and ordinances. All duties are to be performed within the guidelines of the ABE policies and procedures. The General Manager is expected to serve as a public relations ambassador for all Acoma Business Enterprises and must be courteous and helpful to customers at all times. Other related duties may be directed by management.

### **Duties and Responsibilities**

- Formulates and administers departmental policies and activities, and develops realistic short and long term goals and objectives for the departments in alignment with those of the property.
- Responsible for the general management of all gaming and department operations of the 102 property.
- Reviews analyses and provides information and best suggestions of operations, costs, and forecast data to determine organizational progress toward stated goals and objectives.
- Assists with Marketing for planning and direct marketing, advertising, promotions and public relations.
- Participates in revision and creation of operations manuals that relate to subordinate departments.
- Responds to audit findings that pertain to subordinate departments.
- Maintains appropriate department staffing levels.
- Reviews, and approves, as appropriate, recommendations and suggestions to hire, transfer, suspend, terminate, recall, promote, discharge, evaluate, assign, train, develop, reward or discipline team members in the department, as necessary.
- Confers with Chief Executive Officer (CEO) to review achievements and discuss needed changes in goals or objectives resulting from current or projected future status or conditions.
- Delegates authority to department heads and department managers.
- Serves as a member of the Executive Management Team, attending weekly status meetings.
- Maintains strong working knowledge of local jurisdiction gaming laws (federal, state, etc.) and attendant regulations as well as internal controls, policies and procedures.
- Ensures compliance with all applicable laws, regulations, orders, rules and statutes, including Tribal ordinances and resolutions, the Indian Gaming Regulatory Act (IGRA), National Indian Gaming Commission (NIGC), Tribal – State compact, other applicable laws and ordinances.
- Meets with Vendors and works with them to create a sound gaming atmosphere.
- Regularly reviews and evaluates Gaming departmental performance, working through Managers to take appropriate steps in resolving unsatisfactory results or conditions.
- Develops and participates in special projects as requested by the CEO.

- Initiates and maintains communication with subordinates, team members, management, and other departments in facilitating the flow of information throughout the property.
- Assist in investigations of complaints from guests or other related issues.
- Assists in other projects and handles job tasks as deemed appropriate.
- Attends meetings as necessary.
- Meets attendance guidelines and adheres to regulatory, departmental and company policies.
- Must be socially perceptive, administer good to excellent judgement, and decision making abilities essential.
- Must be able to handle stressful situations, maintain composure and be able to prevent and/or handle emergency situations.
- Must be presentable when reporting to work, wearing appropriate clean and pressed uniform when applicable. Good personal hygiene required.

### **Minimum Qualifications**

#### **Education/Experience:**

- High School Diploma or Equivalent Required.
- Minimum seven years casino management and experience required.
- Minimum three years Indian Gaming Management experience required.
- Bachelors Degree in Business Administration, Hospitality or related field preferred.
- Masters Degree in Business Management, Finance or related field preferred.
- Must be age 21 years of age or older per Gaming Regulations.

#### **Skills, Abilities, Knowledge and Other Qualifications:**

- Ability to obtain and maintain an Acoma Gaming License.
- Skill in customer service and ability to remain calm and cheerful in stressful situations.
- Skill in maintaining a friendly demeanor at all times and performs job requirements with a Smile, Eye Contact & Greeting.
- Skill in exhibiting good to excellent interpersonal skills and be able to communicate complex or unwelcome information courteously and helpfully to guests, co-workers, and management.
- Skill in computer literacy. Proficiency with Microsoft Office applications required.
- Skill in grammar, spelling, writing and editing techniques.
- Skill to effectively multitask and have strong written/oral communication.
- Ability to work independently.
- Ability to communicate effectively in the English language, both verbally and in writing.
- Ability to work under pressure in a fast paced casino environment.
- Ability to maintain confidentiality.
- Ability to operate a two way radio device/communications.
- Ability to operate a motor vehicle.
- Ability to work effectively with other department team members.
- Ability to communicate clearly with staff, Tribal, Federal, State and local government officials and the general public.
- Ability to identify and evaluate operational/emergency situations that may arise.
- Ability to obtain and administer Cardiopulmonary Resuscitation (CPR).
- Knowledge of First Aid basic skills and able to operate AED.
- Knowledge of general public safety and security regulations.
- Knowledge of formulating policy, program development, staff direction and development of organizational plans.
- Knowledge of general law, tribal and government law.

### **Working conditions**

Working conditions will be in an interior, climate-controlled environment and may include exposure to moderate-to-heavy tobacco smoke and moderate-to-loud noise levels. Some exposure to outside weather conditions pending work assignments. The position requires working days/evenings including weekends, holidays and special event shifts. Work Schedule may vary (7/24/365).

### **Physical requirements**

Physical requirements include standing and walking for long periods of time and use of whole body motion and strength throughout all properties. Must be able to lift up to 50 pounds and perform repetitive tasks requiring manual dexterity, speed and concentration. Requires the visual acuity and manual dexterity to read and write reports.

### **Direct reports**

Department Directors and Managers

### **Other**

**Background Investigation:** This position is subject to a background check through the Acoma Gaming office. Selected individuals must successfully complete and pass all requirements to qualify for position.

**Insurability;** This positions requires to have a valid driver's license. Candidates must successfully complete a pre-employment motor vehicle check and must be insured through the company insurance carrier.

All Applicants must successfully pass a pre-employment drug screening prior to beginning employment and is subject to random drug testing during employment.

Selected applicant may be required to obtain a COVID-19 test prior to beginning employment and may be subject to further testing.

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**Acoma Business Enterprises** is committed to achieving full equal opportunity without discrimination based on race, religion, color, sex, national origin, politics, marital status, physical disability, age or sexual orientation.

*Acoma Business Enterprises (ABE) has implemented an Indian Preference Policy. It is the policy of Acoma Business Enterprises to give preference to any qualified person who is an enrolled Acoma Indian Tribal Member or non-Acoma tribal member of a federally-recognized Indian Tribe, pursuant to the Acoma Gaming Commission, Regulation 26 of the Acoma Gaming Regulations, Section 26.020. The application of Indian Preference is not automatic, an applicant must request for consideration for tribal preference. Applicants must provide tribal affiliation and registered census number. ABE is dedicated to policy of non-discrimination in employment on any basis including age, sex, color, race, creed, national origin, religion, marital status, sexual orientations, political belief or disability.*