



SUSANVILLE INDIAN RANCHERIA
745 Joaquin Street
Susanville, CA 96130
(530) 257-4921

VACANCY ANNOUNCEMENT

OPENING DATE OF ANNOUNCEMENT:	November 20, 2024
CLOSING DATE OF ANNOUNCEMENT:	December 13, 2024
POSITION TITLE:	General Manager
SUPERVISES:	Yes
STARTING SALARY:	\$125,000 to \$150,000
FLSA STATUS:	Exempt
NUMBER OF POSITIONS:	1
STATUS:	Permanent
HOURS:	Full Time
BENEFITS:	Highly competitive package *See below
SUBJECT TO P.L. 101-630:	No

GENERAL STATEMENT OF RESPONSIBILITIES:

The General Manager is responsible for ensuring that the entire property operates in compliance with all relevant government regulations. The role includes staying up to date with regulatory changes, overseeing financial performance to ensure the business is making a profit, addressing customer complaints and feedback, and monitoring gaming floor operations to maintain efficiency. Responsibilities also include hiring and termination decisions, enforcing security measures as necessary, ensuring high-quality service for VIP guests, directing the allocation of complimentary hotel rooms, meals, and services, and maintaining familiarity with casino games and gaming strategies. The General Manager will oversee staffing levels, operational expenses, budget estimates, and the removal of suspected cheaters within the gaming area.

SPECIFIC AREAS OF RESPONSIBILITIES:

Operations

- Responsible for all casino operations and advising on major building expansion or facility additions to increase profitability.
- Make recommendations regarding expansion, layout, costs, capital budgets, operating revenue, and similar items related to the Gaming Enterprise.

- Oversee capital improvements made to the existing facility, including facility modifications, equipment selection, design, vendor negotiations, ordering, set-up, and testing.
- Recommend appropriate insurance coverage for the Gaming Enterprise.

Accounting and Internal Controls

- Develop, review, advise, and implement internal control systems and manuals, referencing National Indian Gaming Commission (NIGC) and Minimum Internal Control Standard Guidelines (MICS).
- Continuously monitor financial statements and reports to ensure decision-makers have reliable and accurate information.
- Develop and oversee the Annual Budget for the Gaming Enterprise.
- Implement a system of internal controls to manage procurement, and the safekeeping of all monies, inventory and other items of value related to gaming operations.
- Establish procedures for securing gaming materials and receipts, including compliance with any requirements imposed or recommended by any company furnishing insurance, security, auditing, or bonding.
- Ensure accurate monthly reporting of all gross receipts, profits, operating expenses, net profits, and other financial metrics.

Human Resources

- Ensure sufficient staffing levels and necessary training for personnel is conducted, aiming for efficient shift coverage based on gaming industry standards.
- Advise and assist in the development of policies and forms for hiring and maintaining Gaming Enterprise employees in compliance with all licensing and background requirements.
- Advise on surveillance and security systems, including developing procedures, forms and training programs.
- Review, evaluate, and recommend improvements to personnel policies and procedures.

Marketing

- Supervise the development and implementation of overall marketing plans.
- Assist the marketing department in utilizing database marketing systems and gathering customer feedback through surveys to evaluate preferences.

- Provide guidance on marketing, promotions, and signage for the Gaming Enterprise.
- Advise on the use of newsletters, player's club mailing lists, tour operators, and other forms of promotion.
- Manager shall provide recommendations for advertising placement and purchasing.
- Establish protocols for media engagement and advise on maintaining good media relationships.
- Provide insight and training on the mix of games offered by the Gaming Enterprise.

Compliance

- Oversee Title 31 compliance systems and manuals, ensuring effective implementation.
- Ensure the Gaming Enterprise complies with the Tribal Gaming Ordinance, the Indian Gaming Regulatory Act, the Code of Federal Regulations, and the National Indian Gaming Commission regulations and Minimum Internal Control Standards.

Other

- Provide any additional services necessary to ensure profitable day-to-day operations of the Gaming Enterprise.

KNOWLEDGE SKILLS AND ABILITIES:

- A. Exceptional customer service skills.
- B. Strong Leadership and organizational abilities.
- C. Effective interpersonal and communication skills.
- D. Excellent management and problem-solving skills.
- E. Proficiency in mathematical operations.
- F. Ability to manage high-stress situations due to long hours and public interactions.

MINIMUM QUALIFICATIONS:

1. Must have a high school diploma or equivalent from an accredited high school.

2. An associate's or bachelor's degree in hospitality or business management or gaming is preferred. Relevant fields such as hotel management, finance, or accounting are recommended.
3. Must possess or be able to obtain a Gaming License within three (3) months of hire date.
4. Must have a minimum of ten (10) years of experience in the gaming industry.
5. Must have three (3) to five (5) years of supervisory/managerial experience.
6. Must have a valid California driver's license or license from current state of residence.
7. Must pass a pre-employment background check.
8. Must pass pre-employment drug test.
9. Must be willing to travel for training and conferences.

WORKPLACE ENVIRONMENT:

1. PHYSICAL SAFETY: The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending, and carrying of light items, driving an automobile, etc. No special physical demands are required to perform the work.

2. WORKING ENVIRONMENT: Regular exposure to favorable conditions such as those found in a normal office.

PERFORMANCE EXPECTATIONS:

- Uphold all principles of confidentiality.
- Adhere to all professional and ethical behavior standards.
- Interact in an honest, trustworthy and respectful manner with employees, visitors and vendors.
- Participate in departmental staff meetings, quality management activities, cultural and educational programs.
- Comply with policies and procedures.
- Display respect and understanding of Susanville Indian Rancheria's traditions and values.
- The way the employee relates to fellow employees, customers and visitors is considered parallel in importance to technical knowledge and ability.
- Any attitude or behavior that will tarnish the name or reputation of the Susanville Indian Rancheria will not be tolerated and is subject to disciplinary action.

PREFERENCE POLICY:

1st Preference: Enrolled member of a Federally Recognized Tribe.

2nd Preference: Documented proof of Veteran Status, i.e. DD-214, Veterans Benefit Card.
3rd Preference: All other applicants.

SIR BENEFITS PACKAGE:

The Susanville Indian Rancheria offers its full-time employees a highly competitive benefits package, including: annual cost-of-living increases (based on SSA COLA); eligibility for annual merit increases; twelve paid holidays; thirteen days paid sick leave; up to twenty-six days paid annual leave (depending on length of service); maternity leave; paternity leave; affordable group health, dental, vision, and life insurance; and 401(k) retirement plan.

HOW TO APPLY AND APPLICATION REQUIREMENTS:

All applicants are required to submit a Susanville Indian Rancheria/ Lassen Indian Health Center application. Applications can be found on our website at: www.sir-nsn.gov/human-resources/ (SIR – LIHC – Gaming Commission Application for Employment P.L. 101-630 Requirements) or picked up at 745 Joaquin Street, Susanville, CA.

Only **complete** applications will be considered. For your application to be considered complete you must attach the following:

1. Completed Susanville Indian Rancheria/Lassen Indian Health Center Application.
2. Copy of your High School Diploma **AND** College Degree or transcripts documenting your graduation or completion of your Degree.
3. Copy of your valid Driver's License.
4. Copy of any other certifications required.
5. Copy of Tribal Card, if claiming Indian Preference.
6. Copy of DD214 or other proof of Veteran status, if claiming Veteran's Preference.
7. **An additional statement on how you meet each Minimum and Additional Qualification and Knowledge, Skills and Abilities.**

Complete applications can be dropped off in person to the Human Resources Office at 745 Joaquin Street, Susanville, California, Monday through Friday from 8:00 am to 5:00 pm. They may also be emailed to jrobles@sir-nsn.gov or faxed to (530) 251-1895 or mailed to the above address. All applications must be **received** by 5:00 pm Pacific Standard Time on the closing date of the announcement.