

**JOB DESCRIPTION**  
**JOB TITLE: FLOOR MANAGER**

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**DEPARTMENT:** Administration  
**REPORTS TO:** Sr. Floor Manager and General Manager  
**FLSA DESIGNATION:** Exempt

**SHIFT:** Days, Evenings,  
Weekends, Holidays as needed  
**WAGE STATUS:** Salary

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**SUMMARY:**

The Floor Manager is responsible for monitoring and supervising the daily casino operations, ensuring that courteous and prompt service is provided by all employees and bears the overall responsibility for all gaming. The Shift Manager must maintain efficiency while controlling costs. Performs all functions in accordance with applicable laws and gaming regulations, the mission and objectives of the Sugar Creek Casino and the Wichita and Affiliated Tribes, as well as established policies, procedures and controls. Assumes the role as Manager on Duty and acts as Manager-in-Charge in the absence of the General Manager or Senior Floor Manager.

**ESSENTIAL DUTIES:** The following is a list of the main duties/responsibilities. Other duties may be assigned as deemed necessary by reporting senior.

1. Administers the operation of all casino games through subordinates ensuring the highest quality customer service exists.
2. Exhibits sound decision-making qualities, motivates personnel and exhibits effective management skills.
3. Possesses a thorough working knowledge of the various types of gaming machines, their functions, malfunctions and payout schedules as well as gaming rules and regulations.
4. Routinely strives to build and maintain rapport with casino players and handles customer disputes, making every effort to achieve customer satisfaction.
5. Exercises appropriate discretion to identify situations that require the attention of management.
6. Observes, verifies, supervises and countersigns hand paid jackpots.
7. Familiar with the federal currency transaction reporting guidelines and implements the same.
8. Oversees jackpots to ensure the prompt and accurate execution of every transaction.
9. Completes daily personnel assignments and reassigns personnel on the floor based on business volume.
10. Coordinates with Security to detect and prevent attempts to cheat or damage gaming machines and to identify floor irregularities.
11. Ensures timely and accurate evaluations are given to direct reports with appropriate development plans, providing each with clear directives needed to meet and achieve casino standards and goals.

12. Trained and able to assume any gaming position within the casino.
13. Maintains security of all games, monies and personnel.
14. Remains alert to any unusual or questionable activity by casino employees or gaming customers and takes appropriate action to correct the situation within established policies and procedures.
15. Makes minor repairs on gaming devices in accordance with training and procedures.
16. Reactivates all "Out of Order" machines on the casino floor as efficiently as possible.
17. Assists in all service requirements that are necessary in gaming machine equipment.
18. Promotes outstanding customer and employee relations.
19. Performs all other duties to be assigned.

**SUPERVISORY RESPONSIBILITIES:**

1. Provides support and leadership direction to individuals directly reporting to this position in accordance with the organizational structure.
2. Held accountable, to a high degree, for maintaining accurate and thorough casino records and reports.
3. Evaluates and makes decisions regarding customer disputes in accordance with authority and ensures assigned activities are in compliance with applicable laws, rules, regulations and established controls.
4. Ensures all employees within areas of responsibility receive fair and equitable treatment with regard to their respective terms and conditions of employment.
5. Ensures casino and departmental policies are adhered to and all regulatory requirements are in compliance.

**QUALIFICATIONS:**

1. Must possess strong supervisory, leadership, organizational, interpersonal and communication skills.
2. Demonstrated management and organizational skills; requires experience in training, evaluating, and providing direction to assigned staff.
3. Knowledge of casino rules, regulations and procedures pertinent to casino operations.
4. Must be able to obtain and maintain a Gaming license.

## **EDUCATION/EXPERIENCE:**

1. High School Diploma or GED preferred.
2. Associates or Bachelor's degree from a college or university or:
3. Equivalent combination of education and leadership experience.
4. Two to four years gaming experience and/ or training; or an equivalent of education and upper level management experience within specific area of responsibility.
5. Computer literate, proficient with Microsoft applications and back office system applications.

## **LANGUAGE/REASONING ABILITY:**

Ability to read, analyze, and interpret documents, such as policy and procedure manuals, maintenance instructions, and other related documents. Ability to write effective reports and memos. Ability to respond to inquiries from employees or guests. Ability to communicate effectively in one-on-one, small group, and large group situations. Ability to apply common sense reasoning to variety of situations.

## **MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio and percent, and to interpret data from graphs.

## **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is also regularly required to stand, walk, sit, and use hands to finger, handle, or feel objects, tools or controls. The employee is occasionally required to reach with hands and arms, and to sit, climb or balance, and stoop, kneel, crouch or crawl.

The employee must occasionally lift and/or move up to 30 pounds and push pull or drag up to 100 lbs. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

## **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is regularly exposed to cigarette fumes, the environment is typically smoky. The noise level in the work environment is usually moderate. This establishment promotes a drug-free work environment.

**DISCLAIMER:**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

**PUBLIC RELATIONS:**

Important attributes of any employee of the Sugar Creek Casino and the Wichita and Affiliated Tribes, along with the performance of duties, are personal appearance and public relations. Each employee is expected to make every effort to be well-informed about the facility. Ensure a pleasant, courteous and cooperative attitude and to act in a manner to command respect of co-workers and all other personnel.



### **Job Description Acknowledgement Form**

I have received reviewed and fully understands the job description for (Floor Manager). I understand that this job requires Days, Nights, Evenings and Holidays and my schedule is subject to change to meet the Business Needs of the Casino. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name \_\_\_\_\_ Date \_\_\_\_\_

Employee Signature \_\_\_\_\_