



Shift Manager - Slots * Resorts World Catskills Monticello, NY

Overview: Resorts World Catskills is seeking Shift Manager -Slots in Monticello, NY.

The Shift Manager Slot Services is responsible for supervising Operations team members and overseeing the daily procedures of the Slot Operations department while following and implementing company policies, rules, and regulations of a designated shift.

Responsibilities;

Supervises Slot Attendants while developing and implementing effective strategy for managing customer service for the Slot Operations Department.

Reviews and evaluates the Operations Team performance.

Takes corrective action with team members as required to maintain performance standards.

Creates weekly and daily schedules.

Ensures effective recruitment, hiring, training, recognition, coaching and counseling and other personnel related matters are being handled appropriately throughout assigned departments.

Ensures application of federal currency reporting standards.

Provides courteous and helpful information to guests.

Responds to guest complaints in a considerate, professional and positive manner.

Shows genuine concern and empathy, actively listens to the guests and take ownership of their concerns and follows through to a resolution.

Maintains meticulous security of keys, radios and any other devices issued to them and complies with company safety standards.

Administers supervisory responsibilities in accordance with the Companies and Departments policies and procedures.

Attends all required training meetings.

Performs other tasks as assigned.

Core Competencies:

Demonstrates consistent regard and dedication to guests, vendors, colleagues and the Company by being engaged, interested and productive

Demonstrates a working knowledge of our marketplace; actively and collaboratively assists in building the best practices necessary for the Company's success

Demonstrates an understanding of the impact actions and decisions have on the Company both financially and on guest relations

Demonstrates the courage and initiative to present new ideas and perspective to create positive results

Exhibits respectful consideration of viewpoints, situations and others

Puts the guest at the forefront of every decision

Skills required;

Have complete technical understanding of broad range slot machines and systems

Strong computer skills and ability to learn new programs quickly. Experience using Excel and Word is a plus.

Must be able to analyze situations and make decisions in a fast-paced environment.

Must have the ability to deal effectively and interact well with diverse group of guests and employees

Must be able to maintain composure and positive approach when dealing with all guests

Must be able to interact with mobile devices, touch screens and computers

Strong computer skills and ability to learn new programs quickly

Experience using Excel and Word is a plus

Requirements:

Must be 21 years or older

BA/BS in hospitality or a related field and/or a combination of education and related experience

Five (5) years of experience in a guest service or customer service driven industry with a minimum of three (3) years in a supervisor/manager role in a high volume, complex resort casino environment

Must be able to obtain and maintain the appropriate license through the New York State Gaming Commission.

Must have complete technical understanding of broad range of slot machines and systems and ability to train others.

Strong people skills need in order to interact well with guests and team members

Previous experience using Smart Phones and/or Tablets is preferred

Have a complete understanding of Departmental, company and New York State Gaming Commission rules and regulations that apply to the position

Shift, Salary, and Benefits: This is a Full-time position, Shift Varies, \$62,353.20 to \$75,000.00 yearly, Benefits include Health Insurance, Dental Insurance, Paid Vacation, Paid Sick Leave, Holidays, and 401K/Retirement.

Apply at <https://rwcatskills.com/careers/>