

Casino Manager

St. Eugene Golf Resort Casino

Cranbrook, BC

St. Eugene Golf Resort Casino is a multi-functional property located in the East Kootenay region of BC featuring a full-service, three-diamond hotel with 125 rooms and suites, the Casino of the Rockies, and a Les Furber-designed, championship golf course. Nestled in the heart of the Rockies and on the traditional lands of the Ktunaxa people, this beautiful Spanish-Colonial styled resort is just outside of Cranbrook, a thriving community surrounded by world-class scenery and wildlife.

Chemistry Consulting Group is proud to partner with St. Eugene Golf Resort Casino to search for an experienced professional to assume the responsibilities of Casino Manager at the resort. Reporting to the General Manager, this position is responsible for planning, directing and coordinating activities related to casino operations. Furthermore, the Casino Manager oversees aspects of human resources and employee relations, customer service, security and safety, operational efficiencies, budgeting, as well as provides valuable input into marketing, promotions, and other initiatives.

Qualifications

- Degree in Business Administration
- 7-10 years in gaming with broad operational knowledge and minimum of four years in a senior leadership role

Competencies

- The ability to effectively carry out the duties and responsibilities in managing the business unit, including flexibility in work hours to address unexpected/ongoing business needs.
- The ability to respectfully and positively influence others to accomplish business unit objectives. Models exemplary leadership in every respect and maintains collaborative working relationships to define and achieve work goals.
- Willing to learn new concepts and incorporate best practices
- Strong conflict resolution skills with the ability to deal with internal and external customer issues in a professional, courteous and understanding manner, even in difficult situations.
- Strong written and communication skills with an understanding and ability to work in a multi-cultural environment

Duties and responsibilities

- Management and direction of day to day operational activities of the casino, including strategic planning in concert with company initiatives.

- Optimization of gaming activities by ensuring appropriate mix of games through a collaborative process with BCLC.
- Ensures that all activities are in compliance with company policy, BCLC and GPEB policy, and all relevant legislation.
- Analyze and initiate a variety of profitable gaming and non-gaming activities including: slots, table games, Keno, lottery, food and beverage services.
- Oversee budgeting, forecasting and expenditure control for the casino and develop expenditure/revenue budgets.
- Prepare and approve as required annual operating and capital budgets, business plans, and program changes.
- Creates and maintains a harmonious work environment. Takes progressive steps to create an atmosphere that fosters good employee morale.
- Models the highest standards of guest relations at all times, encourages and coaches staff to continuously strive to achieve the highest level of customer service in all areas of the casino.
- Provides guidance and assistance to the General Manager and other executive managers on matters and issues relating to the casino and gaming operations.

In order to be considered for this significant opportunity please visit <https://chemistryconsulting.ca/current-opportunities> and follow the prompts to submit a resume and cover letter which clearly outlines your relevant experience.

Please note that Psychometric Assessments may be administered as part of the recruitment process.

We would like to thank you for your interest in this opportunity, however; only those selected for further consideration will be contacted.