



JOB POSTING

TITLE: General Manager
DEPT: Administration
PAY: Negotiable

JOB SUMMARY

RED RIVER - Oversees all operating aspects of Kiowa Casino, while maximizing profitability of gaming operations in accordance with company goals, objectives, policies and procedures. Assists in the development and executes short and long-range casino marketing plans and programs to ensure profit, growth and the expansion of Kiowa Casino services. Oversees Management by Objective (MBO) programs and Tribal development programs.

MINIMUM QUALIFICATIONS

REQUIRED - High school diploma or GED required | At least 21 years of age | Bachelor's Degree in Casino Management, Business Administration or Hospitality with an emphasis in finance and 6 years' experience at the Director level or above with multi-revenue department experience | **OR** | Associate's Degree in Casino Management, Business Administration or Hospitality with an emphasis in finance and 8 years' experience at the Director level or above with multi-revenue department experience | **OR** | 10 years Casino Management experience at Director level or above with multi-revenue department experience | Good overall knowledge of regulatory requirements for casino operations | **PREFERRED:** Master's degree in Hotel, Business Administration or related field | Experience in Native American Gaming | Experience in Gaming/Hospitality Industry |

ESSENTIAL DUTIES - All Team Members must embrace and deliver Kiowa's Guest Service Standards to every Guest on every shift, as outlined in Orientation, the Team Member Handbook, Standard Operating Procedures (SOPs), and any other related training | Consistently ensures an exceptional level of service and satisfaction is achieved throughout the property, exceeding the expectations of external and internal Guests alike in a timely and effective manner | Develop Kiowa Tribal team members in the Administration Department | Support strategic plans that have been developed with the CEO, KCOA, and the Executive Branch of the Kiowa Tribe | Maximize gaming operational profits | Maximize employment opportunities for qualified Kiowa Tribal members | Review monthly financial reports and present to the CEO, KCOA, and the Executive Branch of the Kiowa Tribe, including explanations of variances to budgets | Present an annual operating budget for the gaming/hospitality operations for review, discussion, and approval to the CEO, KCOA, and the Executive Branch of the Kiowa Tribe | Present an annual capital budget for the gaming/hospitality operations for review, discussion, and approval to the CEO, KCOA, and the Executive Branch of the Kiowa Tribe | Present reports as required by the CEO, KCOA and the Executive Branch of the Kiowa Tribe as outlines in the KCOA charter | Formulates and recommends gaming operating policies or changes in policies to the CEO for review and approval | Resolves problems property wide and recommends courses of action to resolve problems that are beyond the scope of directors | Oversee a Management by Objectives (MBO) program consistent with the strategic goals that have been established with the CEO, KCOA, and the Executive Branch of the Kiowa Tribe | Is aware of completion and market conditions in and around the surrounding area | Initiates and maintains contact with competitor casino general managers to exchange useful information on gaming activities and known cheaters | Promotes the organization in the community and trade associations | Ensures departmental compliance with all Regulatory guidelines and MICS | Acts as a liaison with strategic partners | Ensure gaming operation is in compliance with all policies and procedures that have been established by the CEO/KCOA/the Executive Branch of the Kiowa Tribe | Support the recruitment, selection, individual development and monitoring of the executive management team and other senior management personnel to ensure the Company maintains a strong succession plan with a strong emphasis on qualified Kiowa Tribal members | Negotiate contracts and review with legal counsel for compliance | Responsible for ensuring all human resources policies are consistently and fairly enforced | Ensure consistency in administrative of all Kiowa Casino policies | All other duties as assigned | Must adhere to departmental, organizational, state, and federal safety rules and regulations, applicable processes for safe operation, appropriate Personal Protective Equipment, in addition to any/all related controls for personal welfare and the safety of others |

IMPORTANT NOTES

1) This announcement describes an open position at Kiowa Casinos, as of the posting date listed below. To be eligible to apply, current Team Members must have performed competently for at least 6 months in their current position. In addition, Team Members receiving corrective action within the previous 6 months may not be eligible for transfer. If you are interested in any posted position, please contact HR for a complete copy of the job description and an application or an internal application, if you are currently employed by Kiowa Casinos. 2) Native American Preference will apply in accordance with Tribal policies. All applicants must be able to work any shift, holidays, and weekends as scheduled. Current Team Members are also encouraged to submit an updated resume with their internal application. All Team Members must submit an internal application for each interested position. For example, if you have applied for a Floor Supervisor position and one week later Floor Supervisor is posted again, you must fill out another internal application.

STATUS: 1 F/T | POSTED: 05/19/23 | REMOVE: When Filled



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