



## JOB POSTING

TITLE: Team Member Development Supervisor  
DEPT: Human Resources  
PAY: \$54,338/yr

### JOB SUMMARY

**RED RIVER** – Designs, develops, and implements all aspects of training and learning systems. Monitors, evaluates and coordinates communication and establishes staff development for Team Members with regard to Kiowa Casinos’ policies and procedures. Facilitates a variety of training and development programs for all levels within the organization, in alignment with the strategic objectives of Kiowa Casinos.

### MINIMUM QUALIFICATIONS

**REQUIRED** - High school diploma or GED required | At least 21 years of age | Bachelor Degree in Education, Training, or related field, 4 years training experience or equivalent combination of education and experience | Working knowledge of Indian Gaming regulations and policy and procedure | **PREFERRED:** Professional in Human Resources or related certification | Knowledgeable of human resources information systems | Preferred TIPS Trainer certification |

**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 | Administer and improve processes for preference Team Members development within Kiowa Casinos | Coordinates with Executive management to facilitate and monitor strategic planning process for Kiowa Casinos | Develop, Facilitate, and schedule training for Team Members | Tracks and assess training data on Kiowa Casinos Individual Development Plan CANDIDATES | Develops staff development training on an “as needed” basis | Coordinates with safety committee for training needs (Compliance standards) | Provides required and needed training as directed by Executive Management | Develop performance management tools designed to increase Job performance | Create and oversee training calendar | Monitor training costs and prepare budget reports to justify expenditures | Coordinates with Compliance Officer tracking and recording data for audit purposes | Manages the corporate New Hire Orientation Program including coordination of facilitators, training facilitation, attendance tracking, materials preparation, program evaluation, and corresponding reporting | Manages the TIPS Training program for all applicable Kiowa Casinos Team Members, including training, retraining, testing and tracking Team Member TIPS certification expiration dates in order to schedule recertification classes. Coordinates with TIPS Account Manager, ordering of training materials, updates and changes that regulate Server Training. Coordinates with (HCI) Grading of training exams. Maintains TIPS Training Portal | Maintains facilitator/instructor lesson plans | Using a combination of observation and survey instruments, ensures internal/external quality of presentation delivery to meet the needs of adult learners and learners with special needs | Coordinates New Hire Orientation training, testing, and tracking as required by the Kiowa Gaming Agency (Regulation 3.1) and other required trainings | Maintains tracking system for the requests for training system | Manages lending library system including inventory management and integration of new materials purchased to augment learning programs. Develops, maintains, and promotes up-to-date library listings | Produces training materials including brochures, handouts, overheads, and multimedia | Maintains, produces, and communicates monthly training calendars | Partners with departments to capture and track external Seminar/Workshop attendance | Coordinates classroom/conference room arrangements, equipment, and supplies, food requests, and deliveries for identified training classes | Manages training supplies inventory | 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 Casino & Hotel, 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. 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: 05/18/23 | REMOVE: When Filled



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