

JOB DESCRIPTION
BISMARCK-MANDAN CONVENTION & VISITORS BUREAU
GAMING MANAGER

Reports To: Executive Director/CEO

FLSA Status: Exempt

Location: Bismarck, North Dakota

POSITION SUMMARY

The Gaming Manager is responsible for the overall management, staffing, compliance, and internal control of the Bismarck-Mandan Convention & Visitors Bureau's (BMCVB) charitable gaming operations.

PRIMARY RESPONSIBILITIES

Gaming Operations

- Oversee the day-to-day operation at all BMCVB gaming sites.
- Ensure gaming activities are conducted in accordance with applicable laws, regulations, internal controls, in-house policies and procedures.
- Conduct all authorized game types.
- Count as a member of count team, as needed.
- Maintain property appearance, equipment and safety standards at all sites.
- Ensure safety and security of staff and assets.
- Cultivate relationships with gaming site owners and staff and address concerns in a timely manner.
- Solicit potential new gaming sites.

Staffing and Employee Management

- Recruit, hire, train, schedule, supervise, and evaluate gaming employees.
- Promote professionalism, accountability, accuracy, customer service, and compliance among gaming staff.
- Address attendance, performance, conduct, regulation and procedural violations, and disciplinary matters in a timely manner.
- Conduct staff meetings as needed.

Compliance and Internal Controls

- Maintain working knowledge of all North Dakota charitable gaming laws, administrative rules, and other requirements applicable to the BMCVB's gaming activities.
- Ensure gaming licenses, permits, site authorizations, leases, and all other required documentation are complete and submitted as required.

- Identify significant variances, trends, losses, or operational concerns and recommend corrective action.
- Maintain effective communication with the Attorney General's Office and cultivating positive working relationships with agency representatives.
- Immediately communicate significant compliance violations, suspected theft or fraud, material financial discrepancies, regulatory concerns, or other significant gaming matters to Executive Director/CEO.

Other Duties

- Provide updates to the BMCVB Board and BMCVB Gaming Committee as requested.
- Other duties as assigned.

QUALIFICATIONS

Education and Experience

- High school diploma, with some post-secondary education required. Preference given to applications with a bachelor's degree.
- Gaming experience required, with preference given to applicants with previous Gaming Manager experience.
- Demonstrated ability to effectively and successfully manage/supervise employees required.
- Experience in accounting, cash management, hospitality, or related operations is highly desirable.

Skills, Abilities and Essential Functions

- Speak, read, write, and understand the English language.
- Willingness and ability to learn new things and expand knowledge base.
- Ability to interpret and apply gaming laws, regulations, policies, and procedures.
- Strong leadership, employee management, communication, and problem-solving skills.
- Ability to analyze gaming information and identify trends or concerns.
- High degree of integrity, discretion, accountability, and attention to detail.
- Proficiency with computer systems and software used for gaming operations, scheduling, accounting, reporting, and general business purposes.
- Willingness and ability to work flexible hours.
- Perform multiple tasks concurrently.
- Stand for extended periods of time.
- Stoop, bend, balance, climb, crouch, kneel, sit, twist, perform extensive or repetitive arm/wrist motions.
- Push/pull or carry up to fifty (50) pounds.

OTHER REQUIREMENTS

- Must possess and maintain a valid driver's license
- Must have reliable access to a properly licensed, insured, and operational motor vehicle for required work-related travel.
- Must meet all eligibility, licensing, and background requirements applicable to the Gaming Manager position under North Dakota charitable gaming laws and regulations.
- Must be available to address operational issues outside normal business hours, including evenings and weekends, as necessary.
- Other duties as assigned.

This job description is intended to describe the general nature and level of work performed for this position. It is not intended to be an exhaustive list of all duties, responsibilities, or qualifications. Management reserves the right to modify or assign additional responsibilities as organizational needs change.