

Career Opportunity

Title	Casino Pit Supervisor (Experience)
Wages	\$22 - \$24 / Hour (Competitive hourly wage, plus gratuities)
Job Types	Full Time / Permanent
Schedule	Shift (8 - 10-hour shifts, Afternoon, Evenings, Nights, Weekdays/Weekends as needed, Holidays)
Department	Gaming
Reports To	Casino Manager

Position Summary:

Join our dynamic team as a Casino Pit Supervisor (Experienced), where you will lead and oversee daily operations at the gaming floor, ensuring an exceptional guest experience while maintaining the highest standards of integrity and professionalism. This energetic role requires a proactive leader who thrives in a fast-paced environment, supervising casino staff, managing guest interactions, and upholding regulatory compliance. Your expertise in customer service, conflict management, and cash handling will be pivotal in creating a lively yet secure gaming atmosphere that keeps guests returning.

Key Accountabilities:

- Provides feedback on Dealers in regards to performance to the Games Manager
- Supervises employees on a shift basis
- Monitors games activities
- Provides outstanding guest service excellence to table games guests
- Ensures that games are conducted in accordance with CTCOG and house rules
- Responds and resolves guest issues or escalates to the Games Manager
- Schedules employee breaks; reschedules employees as required
- Prepares Pit Supervisor's games reports
- Supervises chip fills, credits, table closings and access to pit areas
- Manages other initiatives or duties as required

Education and Qualification Requirements:

- Grade 12 education or suitable combination of education and experience
- Excellent communication skills; both written and verbal
- Computer literacy in MS Office
- Minimum 1 year of experience as a Supervisor
- Minimum 2 years of experience as a Dealer
- FINTRAC counterfeit and money laundering experience
- AGLC Certificates: Deal Us In Phase 1 & Phase 2, ProServe, AML
- Criminal Record Clearance mandatory

Work Environment Considerations

Regular work environment, non-traditional work hours, standing for extended periods of time, carrying, lifting, bending, and stretching.

Special Working Conditions

The Company is committed to sound internal control policies and practices. Every team member will follow the internal control practices required of their position and department. Every team member will follow and support the Core Values, Mission, and Guiding Principles of the Stoney Nakoda Resort

Compliance Requirements

- Every team member must comply with all requirements of the corporate policies.
- Every team member will be familiarized with the business process documentation and internal control objectives related to their position, and how their job description aligns with specific internal control activities for which they are responsible.
- Adhering to all company and regulatory policies as they relate to functions of the position.

Licensing or Certification Requirements

For positions that require special certification, the appropriate level of certification will be maintained. This position requires AGLC Registration and must maintain a valid AGLC license.

Benefits:

- Group Benefits include:
 - Dental care
 - Extended health care
 - Life insurance
- Flexible schedule
- On-site parking
- Tuition reimbursement
- Staff food discount

Please submit resume to:

By email at careers@stoneynakodaresort.com, in person at 888 Nakoda Way, Kananaskis, AB or check out our Website at <https://www.stoneynakodaresort.com/careers>