



WIN-RIVER RESORT & CASINO

JOB DESCRIPTION

JOB TITLE:	Director of Hospitality
DEPARTMENT:	Hospitality Division
REPORTS TO:	Assistant General Manager
SALARY:	Grade 36
CLASSIFICATION:	Exempt
SUPERVISES:	All Hospitality Division team members
JOB SUMMARY:	This executive level team member oversees the strategic direction, management, and financial performance of the organization's hotel and food and beverage operations

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential duties and responsibilities outlined here are representative of those that must be met by the team member to successfully perform the essential functions of this position, however, are not all inclusive:

1. Creates and oversees the strategic goals and objectives, management, and financial performance of the organization's hotel and food & beverage operations
2. Oversees the development and management of the Hospitality Division budgets. Manages financial aspects, including purchasing, budgeting and review of financial statements and performance
3. Implements the strategic goals and objectives of the Hospitality Division, concurrent with providing direction and leadership toward the achievement of the organization's philosophies, mission and vision
4. Carries out supervisory responsibilities in accordance with the organization's policies and procedures
5. Responsible for the professional growth of the Hospitality Division team members through training, motivation, mentoring, coaching, and organizational development strategies
6. Reviews and analyzes financial records and develops strategies to increase operational efficiency and revenues
7. Reviews and analyzes and controls expenditures to conform to budgetary requirements
8. Responsible for developing, implementing, and monitoring internal controls to ensure efficient and effective operations
9. Reviews current market analysis to determine guest needs and volume potential, and develops proactive responses to achieve strategic goals

10. Works with the Gaming and Marketing Division team members to establish an effective comp program to accommodate Resort & Casino VIP guests, while balancing room availability for the general public
11. Assigns or delegates responsibility for specified work or operational activities and disseminates policies and procedures to department managers as needed
12. Evaluates operational issues to determine whether operations are competitive and staying current with the latest trends in the hospitality industry
13. Coordinates with Team Member Relations on the hiring, advancement, promotion, separation, or any other change of employment status of Hospitality team members
14. Performs all duties in a manner that continually supports the vision, mission, values, and principles of the Resort & Casino
15. Performs all duties in a manner that adheres to the guest service standards established by Win-River Resort & Casino's guest service program
16. Other duties as assigned by the Assistant General Manager

EDUCATION REQUIREMENTS

The education requirements outlined here are representative of the minimum that must be met by the team member to successfully perform the essential functions of this position; however, higher levels of education than required will be reflected during the recruitment process:

- A High School diploma, or the equivalent thereof, is required
- Certificates in hospitality management, culinary preparation, or any related field are preferred
- A bachelor's degree in business, hospitality, marketing, or any related field is preferred

EXPERIENCE AND KNOWLEDGE REQUIREMENTS

The experience and knowledge requirements outlined here are representative of the minimum that must be met by the team member to successfully perform the essential functions of this position; however, higher levels of experience and knowledge than required may be reflected during the recruitment process:

- A strong understanding of effective principles and practices of employee supervision is required
- A strong combination of written and verbal communication skills to write, read, and comprehend written correspondence is required
- The ability to effectively communicate with guests and team members in a positive manner is required
- Demonstrated knowledge of Microsoft Office applications and online point of sales systems is preferred
- A minimum of five (5) years of related experience and/or training is preferred
- Food Safety for Managers is required

PHYSICAL REQUIREMENTS

The physical requirements outlined here are representative of those that must be met by the team member to successfully perform the essential functions of this job:

- Frequently sits, stands, and walks
- Occasionally bends/stoops, climbs, reaches above/below shoulder level, and kneels
- Occasionally lifts/carries up to one hundred (100) pounds is required
- Occasionally pushes/pulls up to ten (10) pounds is required

WORKING CONDITIONS

The working conditions outlined here are representative of those that the team member will or may be exposed to while performing the functions of this job:

- While performing the duties of this job, the team member is frequently exposed to second-hand tobacco smoke
- While performing the duties of this job, the team member is usually subject to inside environmental conditions
- While performing the duties of this job, the team member may occasionally be subject to outside environmental conditions and to wet and/or humid conditions

OTHER INFORMATION

- Native American Preference Policy applies
- This individual must be able to meet the suitability requirements of the Redding Rancheria's Gaming Agency to obtain a gaming license
- Win-River Resort & Casino is a drug-free workplace
- This job description does not list all the duties of the job. You may be instructed by management to perform other tasks or functions
- This job description is not a contract for employment. Employment with Win-River Resort & Casino is considered "at-will"
- Must be able to comply with the Win-River Resort & Casino Common Language Rule
- Reasonable accommodations may or may not be made dependent upon the nature of the work required by the position
- Win-River Resort & Casino reserves the right to add, delete or modify without notice

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