



## **JOB DESCRIPTION**

**POSTED: OCTOBER 31, 2018      DEADLINE: UNTIL FILLED**

**POSITION:**                      **C-Store Manager**

**DEPARTMENT:**                **Convenience Store**

**SUPERVISOR:**                **Director of Non-Gaming**

**LOCATION:**                      **Resort**

**EMPLOYMENT:**                **Full-Time**

**PAY RATE:**                    **Pay Grade 14 (\$15.00 - \$20.97 per/hr D.O.E.)**

### **DESCRIPTION:**

The C-Store Manager is responsible for the efficient and profitable day-to-day operation of the convenience store including scheduling, training and supervising of employees. The C-Store Manager is responsible for all controllable expenses including labor, inventory, spoilage and cash balances.

### **RESPONSIBILITIES:**

- Provide excellent guest service to guests, internal and external through active guest engagement and positive attitude.
- Assist in the recruitment and recommendation for hire and train positive individuals to become members of a team that ensures excellent customer service.
- Conduct staff meetings for the store as necessary.
- Have the physical ability to perform all duties of a store cashier on a regular basis.
- Ability to prepare financial reports, budgets, and daily reports of store operations.
- Follow and enforce policies and procedures set forth for the operation of the department.
- Initiate price changes, inventory sell-offs, mark ups, etc... as necessary.
- Communicate discrepancies and or any abnormalities in the operations.
- Ensure compliance with all applicable laws in the sale of all products including gas, liquor and tobacco.
- Enforce all safety and security issues and report all issues with appropriate department.
- Conduct regular safety and security meetings with staff and document all incidents that occur and report to appropriate personnel.
- Comply with applicable federal, state and local legal requirements, and advise the GM and Tribal Council on needed actions.
- Identify staff development and training needs.

- Evaluate and verify employee performance, ensure proper labor relations and conditions of employment are maintained.
- Maintain records, prepare reports, and compose correspondence relative to work. Assign coordinates and outline work methods.
- Responsible for many tasks which include stocking shelves, cleaning floors and bathrooms, changing light bulbs, cleaning ceiling.
- Assists in the development of policies and procedures.
- Responsible to enforce all rules, regulations, policies and procedures set by Resort.
- Responsible for the training, supervision, scheduling and development of all Department Team members.
- Due to the dynamic casino environment from time to time, we require employees to be flexible and assume other responsibilities assigned by management.

### **MINIMUM QUALIFICATIONS:**

- High School Diploma or general education degree (GED).
- Must be willing to work a minimum of 40 hours per week.
- Must be able to work variable shifts, including nights, weekends, and holidays.
- Must have previous retail experience and possess the knowledge and skills necessary for the position.
- Ability to maintain competitive fuel pricing, fuel inventories, marketing promotions and branding.
- Ability to organize, evaluate and present information effectively.
- Must be able to lift up to 50 lbs.
- Must be able to receive and maintain a valid gaming license.
- Must pass background check and other pre-employment screenings.

### **PREFERRED QUALIFICATIONS:**

- Knowledge of training and supervisory techniques. Knowledge of labor relations.
- Excellent interpersonal skills and demonstrated patience, tact and respect.
- 5 Year's C-Store Management experience
- Bachelor's Degree in business.

*The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.*

### **OUR MISSION**

Our mission is to provide an exceptional and memorable experience to every guest, every time. Each team member will demonstrate a high level of professionalism, provide a safe, clean and entertaining experience for all guests, internal and external.

Integrity, Service, Professionalism, Value. This is our **PROMISE**.

**Date Approved by the Public Enterprise Finance Commission (PEFC): 12/27/2016**

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