

## Spotlight 29 Casino Job Description



**Job Title:** JEM Manager  
**Department:** JEM  
**Base Wage/Salary:** DOE  
**Reports To:** Director of Food & Beverage  
**FLSA Status:** Exempt  
**Prepared By:** Sharon Marshall  
**Prepared Date:** February 10, 2009  
**Approved/HR:** Theresa Mike  
**Approved /GM:** Robert Paull  
**Approved Date:**

### **SUMMARY:**

Manages service activities in the high end restaurant including front of the house, bar, banquets, and special events. Coordinates service activities of restaurant and other departments by performing the following duties personally or through subordinate supervisors.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

To perform this job successfully, an individual must be able to perform each essential Duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide outstanding customer service to guests and all other employees by exceeding our mission statement to be the premier entertainment experience in the Coachella Valley.
- Knowledge of company and departmental policies and procedures including safety regulations.
- Supervise the front of the house staff including training, scheduling, assist in hiring and administrative tasks.
- Estimates beverage costs and requisitions or purchases supplies.
- Assist Executive Chef in estimating annual food and beverage budget.
- Confers with food preparation and other personnel to plan menus and related activities such as dining room, bar, and banquet operations.
- Inspects food and food preparation to maintain quality standards and sanitation regulations.
- Investigates and resolves food quality and service complaints.
- Reviews financial transactions and monitors budget to ensure efficient operation, and to ensure expenditures stay within budget limitations.
- Promote and market banquet events, conference group sales, small meetings, weddings, and other functions in order to increase revenues.
- Prepare accurate and detailed event orders and promptly distribute to departments involved.

- Supervise the set-up of functions including decorations, seating arrangements, placements of linens, silver, china, and glassware according to event order specifications.
- Inspects dining room serving stations for neatness and cleanliness, and requisitions table linens and other dining room supplies for tables and serving stations.
- Trains dining room employees in proper service etiquette.
- Schedules work hours and keeps time records of dining room workers.
- Assists in planning menus.
- Total receipts, at end of shift, to verify sales.
- Access point of sale system for billing of events, restaurant, and other outlets to generate a final guest check and make corrections to server or cashier final checks.
- Must be capable of presenting a positive image of the Casino to its guests and vendors and to assist them as required.
- Must follow all safety policies and procedures and attend all scheduled safety meetings and training as a condition of employment.
- Performs any other duties that may be assigned from time to time.

**SUPERVISORY RESPONSIBILITIES:**

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Assists in the selection and hiring process and the performance evaluation of staff members.

**EDUCATION AND EXPERIENCE (MUST BE DOCUMENTED):**

- High school diploma or equivalent
- Minimum four years related experience

**CERTIFICATION, LICENSES AND ANY ADDITIONAL REQUIREMENTS:**

- Must pass pre-employment and periodic random drug screens
- Must be able to pass background suitability investigation
- Must obtain a Tribal Gaming License
- Must provide proof of eligibility to work in the United States within 72 hours of employment
- Must possess current health card

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an Employee to successfully perform the essential functions of this job. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk or sit; talk or hear; use hands to finger, handle or feel, reach with hands and arms; and taste or smell. The employee must regularly lift and /or move up to 25 pounds and occasionally lift and/or move up to 50 pounds with assistance. Specific vision abilities required by this job include ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an Employee encounters while performing the essential functions of this job.

- The Casino is open 24 hours per day, seven (7) days per week; therefore, you must be flexible to work any and all shifts.
- The Casino is a gaming facility.
- The Casino is not a smoke-free environment.
- While performing the duties of this job, the employee is occasionally exposed to extreme cold from air conditioning unit and extreme heat from the kitchen. The noise level in the work environment is usually loud.

**INDIAN PREFERENCE ACT:**

The Twenty Nine Palms Band of Mission Indians has a resolution on file with Human Resources to ensure that Indian Preference will be adhered to in the following order in accordance with IPA:

1. Tribal Members
2. Other Native Americans
3. All other ethnic groups

**I have read and understand all of the elements of the above JEM Manager Job Description.**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**