

**DOUBLE EAGLE HOTEL & CASINO
GOLD CREEK CASINOS
JOB DESCRIPTION**

Job Title: **Key Manager (Key on Duty)**
Department: Casino Operations/Administration
Position Reports to: Senior Key Manager/Assistant General Manager
Revised Date: 10-13-2023

SUMMARY:

To oversee the overall operation of the entire property ensuring that all areas are adhering to Company Policies and are in full compliance with the ICMP's and all applicable laws and regulations. Guaranteeing quality guest service by maintaining a friendly hospitable environment for all customers with a view to enhancing and improving the customer player base in quality and quantity maintaining the integrity of the operations. To manage all casino and hotel operations, which includes maintaining the facility's operating license and enforcing gaming regulations, during an assigned shift. Acts as the Manager on Duty (a senior advisor) to all departments both gaming and non-gaming, with the emphasis on gaming operations. To develop, enhance and maintain positive and effective relations with Guest and Team Members, and with municipal, state and federal authorities on casino and hotel and gaming operations. To develop, train and manage staff to meet and exceed performance expectations.

DUTIES AND RESPONSIBILITIES:

- Within the realm of the responsibility of the job, maintains a clean and safe work environment. Performs duties in compliance with safety procedures, which includes use of safety equipment. Incumbents are responsible for following safety procedures, in identifying unsafe practices or conditions and informing their supervisor of the Safety Committee of unsafe conditions, as directed.
- Manages all casino and hotel operations, which includes maintaining the facility's operating license and acts to enforce gaming regulations, during the incumbent's shift on property.
- Acts as the senior advisor to all departments on overall casino and hotel operations including planning, organizing and staffing.
- Develops, enhances and maintains positive and effective relations with customers and team members, and with municipal, state and federal authorities on casino and gaming operations.
- Advises and recommends, to the casino and hotel management team, strategy to ensure the development of an effective and productive staff as achieved through: hiring, training, scheduling, rewarding and disciplining of staff. Advises management team, when appropriate on job standards for team members, performance and expectations and possible protocols in order to establish and maintain a positive work morale and effective employee relations.
- Provides direction, advises and makes recommendations pertaining to all casino and hotel operations including gaming regulations and the ICMP's.
- Manages all casino operations and team members and assures compliance with company policies, the Colorado Limited Gaming Act, the ICMP's and all applicable regulations and laws.
- Authorizes complimentary casino and hotel services to customers or team members within limits as established by the General Manager.
- Accesses entry to all casino and hotel assets and restricted areas, as authorized by the General Manager.

- Performs, when necessary: as a back up to casino and hotel staff. Relieves assigned positions for breaks, lunches and staffing shortages as needed.
- Performs other duties as assigned, including special projects, as needed and directed.
- Oversees the entire operation to assure the protection of company property and assets.
- Acts as the Manager on Duty, overseeing the entire operation with the emprises on gaming operations and customer service
- Responsible for knowing and understanding the Colorado Gaming ICMP's applicable to the operation.
- UNDERAGE GAMBLING / UNDERAGE DRINKING / CHECKING ID's: It is responsibility to ensure no person under the age of twenty-one (21) is consuming any alcoholic beverages, gambling, lingering in a gaming area or sitting in a gaming area. This guideline includes underage and off-duty employees. The best way to assure compliance is to ask for ID. Remember, many people look older than they really are. If anyone looks like they are under thirty-five (35) years of age, you are to ask for their ID. If you have questions about any ID call the Key on Duty. In addition, you will be responsible to attend the annual retraining of Underage Gambling, Alcohol and checking of ID's.
- Knowledge and compliance with Anti-Money Laundering (AML) policy. Annual training and testing is required in adherence to company policy.

QUALIFICATION REQUIREMENTS: Demonstrates thorough knowledge of casino and hotel operations, the Colorado Limited Gaming Act, the ICMP's, and related regulations and laws. Demonstrates effective and diplomatic guest service and communication skills, which includes contacts with staff members, guest, The Division of Gaming and other regulatory officials. Demonstrates extensive experience persuading and negotiating. Demonstrates experience performing within specific deadlines or under pressure. Demonstrates experience problem solving, organizing and prioritizing work.

EDUCATION AND/OR EXPERIENCE: Five or more years of recent and related casino and hotel experience, preferably in table games or slot operations. Two (2) or more years of related managerial experience.

LANGUAGE SKILLS: Demonstrated effective and diplomatic oral and written communication skills using English.

REASONING ABILITY: Takes actions, makes recommendations, beyond the scope of essential duties, which may impact the operations of other departments.

CERTIFICATES, LICENSES, REGISTRATIONS: Must have a valid and current State of Colorado Key Gaming License. Must have a valid Colorado Driver's License with a good driving record, and must be at least twenty-one (21) years of age.

PHYSICAL DEMANDS: Essential duties involve performing physical exertion: frequent brisk walking, climbing stairs, stooping, bending, stretching, lifting, and standing. Lifting and or carrying heavy bags of coin, reaching and pushing various materials, equipment and supplies in order to perform duties; and frequently, for up to several hours, walking and/or standing throughout an entire work shift with standard breaks. Essential duties may require lifting up to 80 pounds; and working a flexible workweek with additional hours on a non-routine basis.

WORK ENVIRONMENT: Essential duties involve working with large numbers of people while primarily in an inside casino/hotel environment, which is frequently loud or containing high

noise and light levels. Some inside locations are heavily filled with cigarette smoke. Requires working in a high altitude climate near and above 10,000 ft.

MATERIALS AND EQUIPMENT DIRECTLY USED: Various general office equipment is used, including typewriters, computers, photocopiers, fax machines, stapler, keys, radio and tape.

I have read and will comply with this job description and I am in receipt of this job description, which has been reviewed with me on this date.

Employee (Please Print)

Employee Signature

Supervisor / Human Resources

Date