



JOB DESCRIPTION

JOB TITLE: Pit Manager
DEPARTMENT: Table Games
REPORTS TO: Sr. Shift Manager/ Shift Manager

JOB SUMMARY

Operates, supervises, and conducts table games in accordance with gaming procedures and internal controls while leading team members including inspectors and dealers in support of overall customer satisfaction.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Promotes and encourages positive customer relations and employee morale
- Responsible for employee development by recognizing positive contributions and/or areas requiring improvement
- Oversees operation and conduct at gaming tables and reports any financial or integrity issues as needed or required
- Monitors games and resolves disputes, problems, or concerns with either a guest or the progress of a game in a professional and timely manner
- Acknowledges compliments and their value
- Stays up to date and aware of all marketing promotions including rules
- Implements procedures and monitors performance of personnel to ensure smooth and efficient gaming operations in accordance with gaming procedures and internal controls
- Coordinates dealer schedules and ensures assigned tables are properly and sufficiently staffed for overall customer needs as well as the needs of the business
- Maintains proper player tracking information
- Communicates information directly to other senior management. This includes incidents that may escalate to the chief, council, media, MLC, MGCC, MLCC, political diplomats, police, etc.
- Assists with performance appraisals and performance improvement as necessary
- Complies with all AML/ATF policies and procedures
- Other related and compatible duties as assigned for success within the table games department

SUPERVISORY RESPONSIBILITIES

Directly supervises and leads a team of dealers and inspectors. Trains, develops, and performance manages the table games team in a fair, equitable and consistent manner that is supported by documentation. Moreover, the Pit Manager is responsible for ensuring all policies and procedures related to table gameplay are carried out, adhered to, and executed appropriately on time.

QUALIFICATIONS AND REQUIREMENTS

A minimum of two years of table games with prior years in customer service at a supervisory level is ideal. Superb math skills, strong attention to detail accompanied by the ability to manage multiple tables, players, and dealers.



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PHYSICAL REQUIREMENTS

This role is physically demanding around standing and bending while using both hands in a loud work environment.

The incumbent must obtain and maintain approval from the Liquor, Gaming and Cannabis Authority of Manitoba.

Benefits

- Competitive Salary
- Dental care
- Vision care
- Health care
- Employee assistance program
- Wellness program
- Pension Plan

How To Apply

Please send your Cover Letter & Resume the following:

- Apply online at <https://www.southbeachcasino.ca/careers/>
- Email at: hr@southbeachcasino.ca
- Fax: (204)766-2266
- Mail: PO BOX 777 Scantebury, MB R0E1W0
- In-Person at the Hotel

We seek diversity in our workplace. Indigenous Persons, Women, Visible Minorities, and Persons with a disability are encouraged to self-declare on their resume or cover letter.

Thank you to all applicants. However, only those selected for an interview will be contacted.