



Saskatchewan Indian Gaming Authority

Northern Lights Casino

Prince Albert



Job Title	# of Positions	Competition Number	Salary	Close Date
Guest Services Manager	1 Full Time	10-NLC-GS-02	\$59,602.86 - \$74,502.80	March 17, 2010

Sharing Success.....through the provision of superior gaming operations services. With gross revenues in excess of 240 million dollars annually, SIGA is Saskatchewan's largest and most successful employer of First Nations people. SIGA is currently looking for creative, motivated, passionate and energetic individuals to join the team.

Statement of Competencies

Education: Successful completion of a two year diploma in Business Administration or a combination of relevant education, training and/or experience.

Experience: Minimum of five years of experience in guest or transportation services, including supervision and/or training personnel.

Knowledge: Knowledge of SIGA's mission, vision, guiding principles and business values.
Knowledge of First Nations culture, values, beliefs, traditions and protocols.
Knowledge of hospitality/customer service industry.
Knowledge of vehicle maintenance requirements and transportation standards, safety and procedures.

Skills and Abilities: Able to support team work by recognizing and supporting the efforts of individuals.
Ability to organize, present and communicate information clearly in a timely manner.
Take personal responsibility for providing excellent customer service and utilize service recovery techniques.
Highly effective critical thinking skills to set and adjust strategic goals and priorities.
Able to address gaps in performance by identifying areas needed for learning and development.
Able to provide leadership and foster a cooperative work environment.
Able to lead and manage resources to avoid obstacles and enhance efficiency.

Personal Suitability: Positive attitude Innovative Reliable
Adaptable Stress tolerance

Conditions of Employment: Must consent to a background check in order to qualify as a gaming employee.
Must obtain and maintain a gaming employee Certificate of Registration from the Saskatchewan Liquor and Gaming Authority (SLGA).
Must be 19 year of age or older.

Other Information: Willing to work shift work including evenings and weekends.
Ability to work in an environment that is exposed to tobacco smoke and high noise levels.
Willing to travel for operational need.
Must have valid Saskatchewan driver's license (Must be able to provide current driver's abstract with no more than three major offenses within the past two years).

Main Duties: Reporting to the Operations Manager, the Guest Services Manager is responsible and accountable for the overall management, quality and integrity of the transportation and front of house services function to achieve Saskatchewan Indian Gaming Authority's (SIGA) strategic priorities. The duties include planning, reporting, monitoring and analyzing the guest services operations to continuously improve and enhance the guests' gaming experience and employee's work experience and environment. Developing and maintaining positive relationships with guests, staff as well as suppliers, shareholders and the community. Leading department staff by effectively establishing performance expectations, coaching, providing feedback, investing in the learning and development for staff. Eliminating barriers to a creative, harmonious, respectful and effective work environment. Ensuring effective communications with all department managers, supervisors and other SIGA staff. In conjunction with the Operations Manager, this position is responsible and accountable for the department's budgetary process and performance including developing budgets, forecasting, analyzing trends and explaining variances or discrepancies. Other duties as assigned by the Operations Manager.

SIGA offers a competitive compensation and benefits plan. Preference will be given to qualified First Nations persons (Human Rights Exemption # E95-29). Consideration will be given to those submitting an updated resume and cover letter quoting competition:

10-NLC-GS-02 Guest Services Manager

Mail resume to:
Northern Lights Casino
Human Resources Department
44 Marquis Road West
Prince Albert, SK S6V 7Y5

Fax to:
(306) 764-4321

Email to:
NLC_HR@sig.sk.ca



We thank all applicants and wish to advise that only those individuals that have been selected for an interview will be contacted.

