



# Casino Department Positions

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# Cage Department

**SIGA's Mission** - SIGA will strengthen the lives of First Nations people through employment, economic growth, positive community relations and achieving financial self-reliance. This will be done through the operation of distinctive First Nations gaming destination resorts that reflect the traditional aspects of our First Nations culture and hospitality.

## OVERVIEW

- Cage supervisory staff will monitor gaming operations and communicate policies, procedures and standards to cage staff.
- Cage staff will focus on risk mitigation in support of organizational excellence, by providing meticulous control and record keeping of the flow of cash, chips and coupons between different parts of the casino and between the casino and its guest.
- All cage staff will model the highest standards of gaming relations and professionalism.



## EDUCATION & EXPERIENCE

- Successful completion of Grade 12 or GED or a combination of relevant education, training and/or experience.
- Previous experience in banking with cash handling experience would be an asset.
- Experience providing customer service and working with many diverse situations and personalities.

## CAREER OPPORTUNITIES

- Cage supervisor
- Cage cashier

## HOW TO APPLY:

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# Facilities Department

**SIGA's Mission** - SIGA will strengthen the lives of First Nations people through employment, economic growth, positive community relations and achieving financial self-reliance. This will be done through the operation of distinctive First Nations gaming destination resorts that reflect the traditional aspects of our First Nations culture and hospitality.

## OVERVIEW

- Facilities supervisory staff will contribute to the maintenance of SIGA's memorable facilities, and provides a safe and healthy environment for staff, guests and contractors.
- All facilities staff will model the highest standards of customer relations and professionalism.



## EDUCATION & EXPERIENCE

- Maintenance repair worker (MRW): Certification from a recognized education/training institution in one or more of the following areas: carpentry, plumbing, heating, air conditioning, electrical, building/plant maintenance. MRW 2: Completion of building systems technician certification is strongly preferred.
- Previous experience in a trade including but not limited to plumbing, electrical and carpentry.
- Custodian: Previous housekeeping or custodial experience would be preferred.

## CAREER OPPORTUNITIES

- Custodian
- Maintenance repair worker 1
- Maintenance repair worker 2
- Facilities supervisor

## HOW TO APPLY:

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# Food & Beverage Department

**SIGA's Mission** - SIGA will strengthen the lives of First Nations people through employment, economic growth, positive community relations and achieving financial self-reliance. This will be done through the operation of distinctive First Nations gaming destination resorts that reflect the traditional aspects of our First Nations culture and hospitality.

## OVERVIEW

- Food & Beverage (FB) supervisory staff will monitor food service operations and communicate policies, procedures and standards to hospitality staff.
- F&B staff will deliver quality, valued priced dining, by cooking food and serving food to meet restaurant, catering and deli needs.
- All F&B staff will model the highest standards of guest relations and professionalism.



## EDUCATION & EXPERIENCE

- Executive Chef: Completion of a Certified Red Seal Journeyman cook and minimum of 7 years of practical experience in a high volume food service operation.
- Other positions: Combination of relevant education, training and/or experience and the completion of food safe handling certificate.
- All positions: Experience interacting with the public and providing exceptional customer service.

## CAREER OPPORTUNITIES

- Bartender
- Cashier
- Cook
- Dishwasher
- Executive chef
- Prep cook
- Server
- Supervisor/Sous chef

## HOW TO APPLY:

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# Gaming Department

**SIGA's Mission** - SIGA will strengthen the lives of First Nations people through employment, economic growth, positive community relations and achieving financial self-reliance. This will be done through the operation of distinctive First Nations gaming destination resorts that reflect the traditional aspects of our First Nations culture and hospitality.

## OVERVIEW

- Gaming supervisory staff will monitor gaming operations and communicate policies, procedures and standards to gaming staff.
- Gaming staff will ensure that SIGA's gaming playing guest receive exceptional, friendly and personal customer service.
- All gaming staff will model the highest standards of gaming relations and professionalism.



## EDUCATION & EXPERIENCE

- Successful completion of Grade 12 or GED or a combination of relevant education, training and/or experience.
- Experience in the gaming industry, preferably in the live games and slot department would be an asset.
- Experience providing customer service and working with many diverse situations and personalities.

## CAREER OPPORTUNITIES

- Live games dealers
- Slot attendants
- Supervisory positions

## HOW TO APPLY:

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# Guest Services/Marketing Department

**SIGA's Mission** - SIGA will strengthen the lives of First Nations people through employment, economic growth, positive community relations and achieving financial self-reliance. This will be done through the operation of distinctive First Nations gaming destination resorts that reflect the traditional aspects of our First Nations culture and hospitality.

## OVERVIEW

- Marketing team promotes the casino entertainment experience by coordinating and implementing activities that drive visits and revenues.
- Guest services supervisory staff will monitor guest services operations and communicate policies, procedures and standards to guest services staff.
- Guest services staff will provide exceptional customer service to guests and to provide information on casino area events and services.
- All guest services staff will model the highest standards of guest relations and professionalism.



## EDUCATION & EXPERIENCE

- Marketing: Completion of a marketing diploma from a recognized institution or a combination of relevant education, training and/or experience.
- Guest Services: Completion of a grade 12 or GEC and/or a combination of relevant education, training and/or experience.
- Experience interacting with the public and providing exceptional customer service.

## CAREER OPPORTUNITIES

- Marketing coordinator
- Guest Services supervisor
- Guest services representatives
- Shuttle bus driver
- Valet attendant
- Administrative assistant

## HOW TO APPLY:

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# Operations Management

**SIGA's Mission** - SIGA will strengthen the lives of First Nations people through employment, economic growth, positive community relations and achieving financial self-reliance. This will be done through the operation of distinctive First Nations gaming destination resorts that reflect the traditional aspects of our First Nations culture and hospitality.

## OVERVIEW

- SIGA management is responsible and accountable for the overall management, operations, integrity and profitability of the casino within a framework of SIGA's corporate strategic priorities, vision, mission and guiding principles.
- SIGA management are responsible for developing strategic plans to bring the work for the casino into alignment with SIGA's corporate vision and serves as an effective role model to the staff, by communicating the vision and the need to actively work towards its realization.



## EDUCATION & EXPERIENCE

- Bachelor's degree in business, gaming management, operations management, finance, human resources, marketing. Several successful years of directly related business experience may be considered.
- Minimum of five to ten years of experience in business or gaming management is required.

## CAREER OPPORTUNITIES

- General manager
- Senior operations manager
- Administration manager
- Human resources manager
- Marketing/Guest services manager
- Gaming manager
- Facilities/Security manager
- Food & Beverage manager
- Cage manager

## HOW TO APPLY:

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# Security Department

**SIGA's Mission** - SIGA will strengthen the lives of First Nations people through employment, economic growth, positive community relations and achieving financial self-reliance. This will be done through the operation of distinctive First Nations gaming destination resorts that reflect the traditional aspects of our First Nations culture and hospitality.

## OVERVIEW

- Security supervisory staff will monitor security operations and communicate policies, procedures and standards to security staff.
- Security staff will focus on risk mitigation and protection of Casino assets and people.
- All security staff will model the highest standards of customer relations and professionalism.



## EDUCATION & EXPERIENCE

- Successful completion of Grade 12 or GED or a combination of relevant education, training and/or experience.
- Completion of First Aid, AED and CPR Level C is preferred.
- Experience working in a security department and providing customer service would be preferred.

## CAREER OPPORTUNITIES

- Security supervisor
- Security officer

## HOW TO APPLY:

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# Surveillance Department

**SIGA's Mission** - SIGA will strengthen the lives of First Nations people through employment, economic growth, positive community relations and achieving financial self-reliance. This will be done through the operation of distinctive First Nations gaming destination resorts that reflect the traditional aspects of our First Nations culture and hospitality.

## OVERVIEW

- Surveillance staff will focus on risk mitigation by monitoring casino operations and cash transactions to ensure the protection of casino and guest property, assets, and information, and by supervising the Surveillance Department and employees.
- Surveillance technicians will maintain the technological infrastructure that underlies casino surveillance and operations.
- All surveillance staff will model the highest standards of customer relations and professionalism.



## EDUCATION & EXPERIENCE

- Successful completion of a Grade 12 or GED diploma or a combination of relevant education, training and/or experience.
- Experience providing customer service and working with many diverse situations and personalities.
- Previous gaming or surveillance experience would be an asset.

## CAREER OPPORTUNITIES

- Surveillance operator
- Surveillance technician
- Surveillance supervisor

## HOW TO APPLY:

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