

# Player Services Administrator

## Job Announcement #: TRC-24-001



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**Job Opens:** 4/15/24  
**Reports To:** General Manager  
**Gaming License Required:** Yes  
**Starting Salary:** D.O.E.

**Job Closed:** Open Until Filled  
**Department:** Administration  
**Positions:** 01  
**FLSA:** Exempt

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**JOB SUMMARY:** The Player Services Administrator will be responsible for the nightly administrative operations of Two Rivers Casino (TRC) and Smoke Shop to provide leadership and direction for all areas of casino operation. Responsible to demonstrate role model predisposition, leadership, superior guest service and promote a positive environment for associates—while making recommendations that improve the overall casino and ensure all departments are operating in accordance with departmental procedures, Tribal Regulations and all applicable internal controls. As well as Sauk-Suiattle gaming rules and regulations; Indian Gaming Regulatory Act (IGRA); Title 31 regulations; TRC Internal Control Standards (TICS); Associate Handbook.

**MINIMUM EDUCATION REQUIRED FOR POSITION:** BA/BS from an accredited college or university in a Business related field (*Business Administration, Management, Accounting, Hospitality, etc.*) preferred. Applicable certifications and/or combination of experience and education may be considered if the applicant enrolls in post-secondary program and achieves a 2.5+ GPA concurrently during training program.

**PHYSICAL REQUIREMENTS:** Manual and finger dexterity for operation of personal computer and routine paperwork. Ability to sit, stand and walk for extended length of time and lift up to 50 pounds.

**SPECIFIC SKILLS/KNOWLEDGE/EXPERIENCE REQUIRED FOR POSITION:** Must have a minimum of two years' experience in a business setting in a supervisory capacity. Must have a dynamic knowledge of PC hardware and software technology with the capacity to analyze, plan and execute activities. Maintain performance-based attitude that is pro-active to the business needs of the guests, associates and casino. Position will require coordination with typical workgroups associated to Casino operations. Player Services Administrator will maintain regular communication with the General Manager to ensure operational efficiencies and best practices. Demonstrated analytic, written, and oral communication skills will be required to successfully navigate all associate, managerial, regulatory agency workgroups. Must have a high level of motivation/initiative and demonstrate the ability to resolve all disputes in a positive manner (*in some cases set precedence*). Be able to work in a fast-pace, high energy, and player service oriented environment.

**SPECIFIC DUTIES PERFORMED:**

1. Act in the capacity of the General Manager in his/her absence.
2. Provide a weekly operational report to the General Manager to document the progress of training curriculums and operational areas of concern encountered.

3. Work within a fast growth organization and be able to manage through design changes and ambiguity.
4. Proven track record of successfully managing multiple priorities in a fast-paced work environment.
5. Demonstrated abilities in business management, taking ideas from concept to implementation.
6. Demonstrated experience utilizing a variety of resources to complete research and ability to summarize and present findings in a professional and compelling manner.
7. Demonstrated track record as an organizational change-agent. Exposure to Organizational Design and Performance Model best practices.
8. Provides input to the General Manager regarding overall policy and procedures and identifies areas to improve operational capacities. Continuously provides policies/procedure evaluations and development; and documents expected benefits (cost and savings). Coordinates implementation of procedure and policy changes to appropriate areas; and reports on expected versus actual benefits.
9. Identifies and develops personnel to become future supervisors and managers of various areas of responsibility.
10. Provides direction and timely counseling of staff as needed.
11. Assist with hiring, training, supervising, and evaluating personnel when required.
12. Builds relationships inside and outside of their team to improve ways of working and provide a great guest experience.
13. Identifies ways to improve workflows and processes to work smarter and increase efficiency.
14. Remains aware of player waiting time and finds ways to manage as many guests or situations as possible.
15. Moves the situation quickly toward resolution by efficiently managing and controlling the circumstances.
16. Explains the “why” behind the resolution or action for the guest.
17. Pays attention to detail and conducts thorough research to make the best decision for the guest and the business.
18. Makes judgment calls based on understanding Two River Casinos’ Purpose, Values and objectives while utilizing research, knowledge, and experience.
19. Proactively shares guest feedback with leadership and peers in the spirit of continuous improvement.
20. Seeks to share and improve processes and workflows based on player feedback.
21. Anticipates the consequences of decisions that impact the guest and proactively provides solutions or recommendations appropriately.
22. Provides insights to improve the guest experience.
23. Finds ways to make good use of theirs and their associates strengths and talents.
24. Acts as a mentor for their peers and considers the success of the associates as their success.
25. Views themselves as responsible for their contribution and remains self-aware of themselves.
26. Takes personal responsibility for their performance, knows how they are performing and constantly strives to improve.
27. Continues to develop both their individual and associate’s skills so that they can contribute at a higher level.
28. Actively seeks to build new skills; teaches others and shares best practices.
29. Demonstrates enthusiasm, courtesy, responsiveness, and professionalism in our daily work.
30. Ability to become familiar with, and use policies and procedures as contained in the associate handbook.

31. Models for the team a strong work ethic and is visible, available and present for the guest and their team and promotes open communication, teamwork, associate morale and motivation.
32. Ensures compliance with the Tribal Minimum Internal Control Standards—and Two Rivers Casino and Smoke Shop internal controls.
33. Make recommendations to the General Manager and when requested TRC Board of Directors for improvement in all areas.
34. Participate and build knowledge of National Indian Gaming Commission (NIGC), National Indian Gaming Association (NIGA) and Washington Indian Gaming Association (WIGA).
35. Ensures compliance with TGA standards, initiates timely TGA responses and demonstrates sensitivity to all TGA communications.
36. Assist the General Manager with the ongoing development of new revenue strategies and coordinates with initiatives/campaigns geared for business growth opportunities.
37. Assist the General Manager with the efficient utilization of established operating budget controls.
38. Monitor the progress of the maintenance activities on a regular basis and participate in meetings whenever possible.
39. Attend all applicable pre-shift and staff meetings and facilitate when required.
40. Attend Tribal Council meetings when requested. Present written and oral reports to General Manager as required to facilitate full communication initiatives for meeting preparation.
41. Embraces “Keys to Success” initiative to train Sauk-Suiattle Tribal members.
42. Administrates overall company safety training and monitoring program.
43. Maintains confidentiality of all privileged information.
44. Performs other duties as assigned.

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all – inclusive.*

**TRIBAL PREFERENCE POLICY:** Members of the Sauk-Suiattle Tribe shall be given absolute preference with respect to hiring, promotions, training, contracting, and separation from employment. For persons who meet the minimum qualifications, preferential treatment shall be based on the following criteria and shall be given in the following order:

- Enrolled members of the Sauk-Suiattle tribe who satisfy the minimum job qualifications.
- Spouses of enrolled members of the Tribe who satisfy the minimum job qualifications.
- Enrolled members of other recognized tribes who satisfy the minimum job qualifications.
- Military Veterans.
- All others who satisfy the minimum job qualifications.

**WORKING CONDITIONS:** While performing the duties of this job, the employee regularly is required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to walk. The employee occasionally is required to stand; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Work is generally performed in an office setting with a moderate noise level. Some work is performed in a Casino setting with exposure to second-hand smoke or vapors and a moderate noise level. Evening, limited graveyard hours, holiday and/or weekend work may be required. Extended hours and irregular shifts may be required. Tight time constraints and multiple demands are common.

Revised: 2/24