

# The SHOSHONE-BANNOCK TRIBES

## FORT HALL INDIAN RESERVATION

P.O. Box 306  
Fort Hall, ID 83203



## HUMAN RESOURCE DEPARTMENT

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### Job Description

**TITLE:** Casino Chief Executive Officer

**REPORTS TO:** Fort Hall Business Council

**SALARY:** Negotiable/ DOE

**OPENS:** March 11, 2024

**CLOSES:** March 29, 2024

**LOCATION:** Fort Hall, Idaho

**SHIFT:** Must be able to work flexible shifts as needed

**CAREER STATUS:** EXEMPT – Conditional upon successful 90-day probationary evaluation & budget appropriations.

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Attach ALL supporting documents, including: Tribal Enrollment, Honorable Discharge, Education attainment, Professional Certification, License and other relevant documents to verify your eligibility for preference and your qualifications. INCOMPLETE APPLICATION MAY BE SCREENED OUT.

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### PURPOSE AND PERFORMANCE GOALS:

The Chief Executive Officer (CEO) is responsible for all aspects of the operations at all casino properties of the Shoshone-Bannock Tribes. Manage all day-to-day staff, guest services and provides leadership and strategic planning to all departments in support of our service culture. This position is responsible for operation of all departments to ensure compliance with all Tribal and Federal laws, or other applicable laws, regulations, orders, MICS, TICS, Tribal Regulations, Gaming Compact, Gaming Ordinance, SOP's, rules and applicable statutes; The CEO will adhere to the Shoshone-Bannock Tribal Personnel Policies and Procedures Manual and will be considered a Tribal Employee under the Shoshone-Bannock Tribal Government. The CEO will work in close partnership with the Shoshone-Bannock Hotel Executive Director, and Food & Beverage Director to monitor all short- and long-term performance objectives in order to meet and/or exceed forecasted revenue goals and guest satisfaction targets and will work cooperatively with the Shoshone-Bannock Gaming Commission. The CEO will be accountable for directing and coordinating the resources, tasks, requirements, systems, and processes and for creating an energized and positive work environment that results in the delivery of exceptional guest service and for identifying opportunities for further efficiencies. The CEO will consistently model attitudes and behaviors in alignment with the Shoshone-Bannock Tribes and Human Resource policies and procedures, and ethical conduct statements. This position is to provide attentive, cheerful, courteous, and professional customer service to all employees, customers, always striving to exceed their expectations.

**Casino Chief Executive Officer**

### **SUPERVISION RECEIVED:**

The Chief Executive Officer will be supervised by the Fort Hall Business Council and will be evaluated by the Tribal Business Council Chairman or designee

### **SUPERVISORY RESPONSIBILITIES:**

Provides overall direction, coordination and evaluation of all employees within the departments.

CEO will provide supervision and timely evaluations over the Hotel Executive Director and Food & Beverage Director.

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws and in alignment with the Shoshone-Bannock Tribes business vision.

Interviews, hires, trains employees

Plans, assigns and directs work, appraises performance, rewards, disciplines employees; addresses complaints and resolves problems for employees as well as guests.

### **Staff Relations:**

Develop a high level of teamwork and loyalty to the casino to reduce turnover and increase employee morale, create an open-door policy, communicate, counsel and assist in staff development. Be visible and available to hourly personnel in accordance with the open-door policy. Analyze and resolve problems and issues arising from Casino, Food and Beverage, and Hotel Departments, services, and functions.

Provide customer service and has the ability to remain calm in stressful situations, maintain a friendly demeanor at all times and provide a professional appearance.

### **Staff Evaluation:**

Conduct performance appraisals and personal development plans for management staff, identify substandard performance of individuals and outline improvement actions, including taking corrective or disciplinary measures. Review any disciplinary measures resulting in termination and conduct exit interviews for key departures.

### **Staff Hiring:**

Assure level of experience, knowledge, skills and abilities to meet job requirements of all staff and fill all positions in a timely manner.

### **EXCEPTIONAL SAFETY RESPONSIBILITIES:**

Prepares staff for Incident Command Training and will ensure completion and compliance.

Provides consistent training on all aspects of the Safety Plan and revisions

Works closely with the Incident Commander and Safety Team to ensure safety messages, tracking, and actions throughout all casino properties are consistent with the Tribal Entities and Tribal Government.

Prepares updated pandemic information on an as needed basis delivering information to all staff levels

Serves as a member of the Safety Team or Executive Management Team to address emergency situations such as but not limited to evacuations, health related incidents, fire, and other emergency issues, attends scheduled meetings providing training and information to all employees.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Confers with Fort Hall Business Council to review achievements, issues, or situations, and discuss needed changes in goals or objectives resulting from current or projected future status or conditions.

**Casino Chief Executive Officer**

Directs, manages, and has oversight of all activities within the casino operations  
Prepares budgets and assists in review of departmental budgets for the entire operation  
Offers gaming operations insight, expertise, and clarification pertaining to gaming operations to the Fort Hall Business Council on a monthly basis or as requested.  
Is proactive with industry standards and competition, adjusts casino strategies accordingly  
Leads and encourages team building, encourages safety best practices in all areas  
Participates in training and development of staff skills utilizing coaching and mentoring  
Analyzes profitability of all revenue departments and gaming data and will provide this information through monthly written reports to the Gaming Commission and Fort Hall Business Council  
Ensures all team members adhere to quality customer service standards and best practices  
Reviews and approves all personnel employment and purchasing requisitions  
Becomes familiar with all department head roles and fills in when necessary

### **Operating Budget:**

Development of the annual operating budget which will serve as an operating plan and define required levels of achievement, assuring achievement of annual budget in revenues, costs and profits through accounting diligence and expenditure controls and proficient accounting practices. Maintains cost controls to ensure profitability and to prevent loss of revenue.

### **Departmental Objectives:**

Set written priorities and key objectives for each department head quarterly; including action plans and completion dates. Follows up to assure successful implementation and compliance and takes corrective action in the event of failure to meet assigned objectives. Ensures each department is reviewing and updating standard operating procedures required to be updated annually. Creates and maintains a risk management plan, identifies risks to assure they are being addressed in a timely manner. Provides annual review of the organizations overall safety plan and approves updates. Ensures training is provided to all staff to mitigate findings.

### **Forecasting:**

Monthly forecasting of operating staff and cost expenditures, business planning in line with forecasted sales and costs including guidance to department heads, Hotel Director, and Food & Beverage Director.

### **Profit and Loss Statements:**

Monthly review of financial statements to correct problems assure spending is in line and to plan for future business. Regularly review all major expenses to assure that monies are spent wisely. Monitors activities and enhances revenue productivity of gaming, hotel, food and beverage departments, and initiates cost controls to meet budget projections.

### **Cost Controls:**

Review controls and always assures adherence in order to protect the casino and hotel property and assets. Performs regular financial review of Hotel, Food & Beverage, and Gaming Departments using the budget, operating statements, daily revenue reports and other analytical resources to assure profits are in line with forecasted profitability.

### **Wage and Salary Administration**

Review all wage and salary increases assuring compliance with wage scales and compensation philosophies as outlined in the Human Resources Wage Guidelines.

**Future Business:**

Quarterly review of future bookings, banquet sales, concerts, promotions, hiring needs and all associated costs.

**Marketing Plan:**

Development of annual sales and marketing plan for the Casino, and Hotel properties and Food & Beverage Department. Monitor implementation of marketing plan action steps, review and cost control of marketing strategies to ensure profitability.

**Sales Management:**

Regularly review individual productivity, taking corrective action and/or providing guidance as needed. Evaluate market mix and act to provide the best position for casino and hotel increased business. Involvement of sales solicitation of key accounts by reviewing contracts, meeting with the departments, visit key account contacts in person and/or by phone. Assist in developing action plans, supervise major accounts, review of all accounts and debt adjustments.

**Guest Service:**

Through leadership examples, establish a friendly, courteous, safe, service-oriented approach to guests that is exhibited by all employees. Establish and implement guest service standards for all departments, periodically review, identify problems and corrective actions.

**Property Maintenance:**

Assure that on-going programs are followed in regular repair and upkeep of the facility, landscape and equipment by developing a preventative maintenance program. Make periodic physical inspections of all facilities.

**Inspection:**

Quality Control: Regular personal inspection of public areas, back of house areas to assure that documented actions are developed, and corrective actions required for implementation are completed in a timely manner.

**Community Relations:**

Represent the casino and hotel within the local community, positioning the businesses as a good corporate neighbor that is involved in and supportive of community affairs.

**Policies and Procedures:**

Maintains a strong working knowledge of policy, procedure, and standard operating procedure manuals and their creation; ensures efficiency, effectiveness and compliance of all internal controls, standards and best practices, SOP's, MICS, TICS Gaming Compact, Gaming Ordinance and other applicable gaming laws, tribal and federal laws, and/or regulations. Comprehends and interprets laws, ordinances and other governing documents to staff as needed to ensure compliance, and updates to required documents are completed in a timely manner.

### **REQUIRED QUALIFICATIONS:**

- Must submit 3 letters of reference, 1 from current supervisor.
- High School Diploma or G.E.D.
- Bachelor's Degree in Business or casino related field.
- Five to ten years' experience in a comparable gaming leadership position.
- Minimum of four years' experience in senior management/operations of casino day to day functions
- Minimum of four years' experience in budgeting, bookkeeping, accounting or financial management and human resource.
- Valid Idaho driver's license or the ability to obtain one upon being hired and must maintain a current and valid driver's license through employment in order to carry out duties and responsibilities associated with this position.
- Extensive computer skills and be able to demonstrate good working knowledge and abilities with Windows 10, Word, PowerPoint, Excel, Access, Internet, Player Club, and Gaming Machine software.
- Pass an extensive background/fingerprint check to obtain and maintain a gaming license throughout employment.
- Pass a pre-employment drug and alcohol screen and will be required to continually pass random drug and alcohol screening for the duration of employment.
- Have no felonies or misdemeanor criminal charges and have a clear driving record.

### **Preferred Qualifications**

- Master's Degree in Business or related field
- 6 to 10 years gaming operation experience
- Three years of gaming regulatory experience with 5 to 10 years' experience in casino senior management.

### **REQUIRED SKILLS AND ABILITIES:**

- Strong knowledge of Casino, Hospitality, and restaurant industry including food and beverage best practices
- Must demonstrate strong skills and abilities to prepare budget forecasts, plan effective cost cutting and business planning; including guidance to department heads in these areas.
- Must demonstrate strong skills and abilities in financial management in order to efficiently plan for future business, regularly review expenses, enhance revenue and initial cost controls to meet budget projections.
- Must demonstrate strong knowledge and abilities to use budget statements and revenue reports and other analytical resources to assure profits are in line with profitability.
- Must demonstrate strong abilities to develop marketing plans and strategies to ensure profitability and have the knowledge to ensure marketing plans are cost effective and ensure profitability.
- Must have good knowledge of the community, culture, and traditional practices to ensure confidence from the surrounding communities in order to grow a business that is supportive of the community, future business, and the overall financial well-being of the Shoshone-Bannock Tribes.
- Strong knowledge of financial statements and can present financial summaries of casino operations.
- Strong project management skills: provide strong leadership, direction, prioritize project tasks, meet project deadlines and effectively communicate with personnel, co-workers, subordinates, and the general public

### **Casino Chief Executive Officer**

- Strong communication skills, verbal, written, and oral.
- Strong ability to analyze, investigate, resolve, and recommend action for improvements and resolution
- Strong ability to establish and maintain an effective working relationship with supervisory personnel, co-workers, subordinates, and general public.
- Be available to work various shifts, including nights, weekends, and holidays as business needs dictate.
- Strong ability to maintain confidentiality.
- Flexibility to attend all training and meetings with short notice or as scheduled

### **ETHICAL BEHAVIOR:**

- Behave honestly at all times.
- Treat persons in a humane manner regardless of the situation.
- Treat persons from all racial and ethnic backgrounds in a fair and equal manner.
- Refuse to accept or solicit gratuities.
- Must follow all safety rules and best practices at all times
- Provide true and correct reports in a timely manner and/or as requested by FHBC
- Give honest testimony in employee review boards, court, investigations etc.
- Obey regulations, rules, controls, and department policies.
- Must use fair and legal procedures when making decisions.
- Behave politely and exhibit good manners at all times.
- Demonstrate strong work ethic and be efficient in all areas of Gaming Commission compliance and Casino & Hotel operations duties and responsibilities.
- Honor confidential information.
- Respect privileged communication.
- Must be punctual when reporting for duty, meetings, or when performing duties away from the office.
- Maintain dependable attendance and reliability.
- Limiting time away from work for appointments and personal needs.
- Manage, organize, and maintain all incoming and outgoing information in a confidential and efficient manner.

### **LANGUAGE SKILLS:**

Must have the ability to read, analyze, and interpret general business periodicals, professional journals, and technical procedures.

Must have the ability to write reports, business correspondence, and general correspondence and have the ability to type at 45WPM.

### **MATHEMATICAL SKILLS:**

The ability to apply concepts such as fractions, percentages, ratios, and proportions to practical accounting situations and/or budgeting purposes.

### **REASONING ABILITY:**

Ability to define problems collect data, establish facts, and draw valid conclusions. Ability to interpret technical instructions

**OTHER SKILLS AND ABILITIES:**

Must have basic analytical and deductive reasoning ability

Must be competent in computer skills

Must have excellent interpersonal relation skills

Must have good planning and organizational skills, and the ability to manage complex projects and a strong ability to multi-task.

**PHYSICAL DEMANDS:**

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required; close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Employee must have good use of hands, fingers, arms, feet, and legs in order to carry out some of the duties associated with this position.

Employee must be able to sit, walk, or stand for long periods of time to carry out some of the required duties of this position.

Employees must be able to speak, hear, and see adequately to effectively and efficiently carry out some of the duties and responsibilities associated with this position.

May be required to drive at night or work in inclement weather conditions.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**ENVIRONMENT WORK:**

While performing the duties of this job, the employee is regularly exposed to cigarette fumes and airborne particles. The noise level in the work environment is usually moderate to loud.

**INDIAN PREFERENCE:**

The preference in employment to American Indians is in accordance with the Indian Preference Act (25 U.S.C. §§ 472 and 473), and in the following order as allowed by Federal Law. First preference is given to qualified tribal members of the Shoshone Bannock Tribe and qualified lineal descendants.

**EXAMINATIONS REQUIRED:**

Drug Testing

Background check & Fingerprinting

Reference Check

Drivers Check

**HOW TO APPLY:**

IMPORTANT APPLICATION CRITERIA Applicants not living in the local area may submit a cover letter, resume, and supporting documents in lieu of an application as an initial statement of interest for a particular job announcement. However, the applicant must follow-up with an official tribal application. A completed Tribal Employment application must be submitted to the Shoshone-Bannock Hotel and Casino Human Resources Department, Fort Hall, ID 83203, to be considered for any position within the organization.

**Casino Chief Executive Officer**

Applications are accepted until 5:00 P.M. on the closing date. Telephone calls are not accepted in place of an employment application or letter of interest. When the position qualifications require a driver's license, education, or professional credentials, the applicant must submit copies of certificates, licenses, degrees and other supporting documentation. Applicants who do not provide supporting documents will be disqualified. Applicants who have a current application on file are required to submit a letter of interest for each position in which they want to be considered for. The letter should address how they meet each qualification. Supporting documents must also be submitted. Veterans who have met the minimum qualifications and who provide documentation of an honorable discharge from any branch of military service are entitled to receive preference points during the interview process.

To verify Indian Preference Shoshone-Bannock Tribal member applicants must provide a copy of their tribal enrollment card. Non-enrolled members and other Indian tribal members must provide a Certificate of Indian Blood from their tribal enrollment office or from the Bureau of Indian Affairs. Pre-employment applicants being considered for employment or a political appointment must submit to an alcohol and drug screening prior to being hired or appointed. Refusal to take the test will render the applicant ineligible for employment or political appointment with the Shoshone-Bannock Tribe. Applicants who test positive for alcohol or banned drugs will not be hired and will be ineligible for any type of employment with the Tribal Government for 90 days thereafter per the Shoshone-Bannock Tribes Substance Abuse Policy, Resolution PRSL-05-0732. The Shoshone-Bannock Tribes will conduct a criminal and employment background check on new employees to ensure suitability for the position applied to.