



# KLA-MO-YA Casino, Corporation

34333 Hwy 97 N ♦ Chiloquin, OR 97624 ♦ 541.783.7529

[www.klamoyacasino.com](http://www.klamoyacasino.com)

## GENERAL MANAGER

**REPORTING TO:** The Klamath Economic Development Board of Directors

**CLASSIFICATION:** Management, Exempt, Regular, Full Time

**SECURITY CLEARANCE:** CLASS III

**BENEFITS:** Eligible to receive medical, dental, vision insurance, 401 (k) retirement plan, life, accidental death and dismemberment insurance, flexible spending account, supplemental life insurance, and employee assistance program. Additional benefits include company paid holidays, personal leave, vacation, paid jury duty, paid bereavement leave, employee discounts and other voluntary supplemental insurances.

### INTRODUCTION

Under the general direction of The Klamath Economic Development Board of Directors, the KLA-MO-YA Casino Corporation (KMYC) General Manager directs all administrative and programmatic operations of KMYC and the management staff. The General Manager provides leadership to the Casino, Hotel and Travel Center staff to ensure the profitability and expansion of the venture following all company policies and regulations.

### MAJOR DUTIES AND RESPONSIBILITIES

1. Develop and implement operational strategies and procedures based on general policies, mandates, and regulations adopted/issued by KLA-MO-YA Casino Corporation, Regulatory Gaming Commission, Klamath Economic Development Board of Directors, and The Klamath Tribal Council.
2. Manage all administrative functions and activities, including but not limited to personnel, procurement, finance, records, and property management systems, ensuring compliance with Federal, State, and Regulatory Gaming Commission requirements.
3. Develop and manage annual budgets approved by The Klamath Economic Development Board of Directors and The Klamath Tribal Council for all KLA-MO-YA Casino Corporation operations.
4. Manage the preparation, ongoing evaluation, and updating of long-range comprehensive business plans.
5. Exercise full range of supervisory duties for all department managers, defining and delegating responsibilities and authorities as appropriate, ensuring all functions and activities are completed, including issuing reprimands and completing timely evaluations for all department managers.
6. Develop and manage specialized training programs for management staff to improve identified position enhancement needs.
7. Assist in the timely preparation, negotiation, implementation, and monitoring of contracts and cooperative agreements that will enable KLA-MO-YA Casino Corporation to achieve its goals and objectives.
8. Responsible for the final authorization for all newly hired personnel.
9. Maintain a close working relationship with The Klamath Economic Development Board of Directors, The Klamath Tribal Council, the Klamath Tribes Regulatory Gaming Commission, and any other appointed authority to ensure the corporation's profitability, integrity, and asset protection.
10. Provide monthly financial and department status reports to The Klamath Economic Development Board of Directors, The Klamath Tribal Council, and any other appointed authority.

### ADDITIONAL DUTIES

1. Adheres to Casino and Hotel standards for guest service and confidentiality.
2. Refers guest problems or complaints to appropriate supervisors/managers according to company policies.
3. Addresses any observed or known safety hazard, conditions or unsafe practices and procedures immediately.
4. Performs other job-related duties as directed.

### KNOWLEDGE, SKILLS AND ABILITIES

- Professional knowledge of management concepts, principles, and practices applicable to the full range of duties and administrative activities concerned with managing a casino, restaurant, and hotel. This includes but is not limited; to personnel, finance, property, and records administration and management systems.
- Ability to make management decisions requiring independent judgment and to identify and refer issues that require The Klamath Economic Development Board of Directors, The Klamath Tribal Council, or other appointed authority's attention.



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- Strong written and oral communication skills. Ability to communicate clearly with staff, the general public, and all Federal, State, and local government officials.
- Knowledge of formulating policy, program development, staff direction, supervision training, development of organizational plans, and effectively accomplishing set goals.
- Ability to communicate effectively to establish cooperative linkages among staff; to help resolve interpersonal and interdepartmental misunderstandings.
- Ability to maintain strict confidentiality of information and records pertinent to the nature of the scope of work.

### SUPERVISORY CONTROLS

The Klamath Economic Development Board of Directors or other appointed authority outlines overall objectives in accordance with policy. It identifies limitations such as those imposed by budgeting, areas of sensitivity, and similar confines. The General Manager independently selects techniques, methods, and procedures for accomplishing assignments, keeping The Klamath Economic Development Board of Directors or other appointed authorities informed of developments. Issues of concern may involve controversial and sensitive social, political, environmental, or societal problems.

The General Manager’s analyses, recommendations, and suggestions are relied on as technically correct. Work is reviewed for agreement with overall policies and regulations and attainment of business targets and objectives.

### QUALIFICATIONS, EXPERIENCE AND EDUCATION

- High School Diploma or equivalent. **REQUIRED**
- Must be at least twenty-one (21) years of age. **REQUIRED**
- BACHELOR’S degree in Public Administration, Business Administration, Business Management, a concentration in similar fields of study, or a combination of an Associate’s degree with at least 10 years of Casino and Hospitality leadership experience. Sealed Official Transcripts must be submitted. **REQUIRED**
- Five (5) years of demonstrated Casino General Management experience, with a well-rounded knowledge of all aspects of Casino operations, including non-gaming components. **REQUIRED**
- Minimum of Three (3) years of Indian Gaming experience. **REQUIRED**. Five (5) years. **PREFERRED**
- Demonstrated Knowledge and understanding of Indian Gaming Laws and Regulations, State Compacts, and Federal Gaming Regulatory controls. **PREFERRED**
- Must submit to and clear an Alcohol/Drug Screen. **REQUIRED**
- Must be Licensable by the Klamath Tribes Gaming Regulatory Commission. **REQUIRED**
- Indian Preference will apply.

### ACKNOWLEDGEMENT

This job description is intended to provide an overview of the requirements of the position. I have read this job description and fully understand the conditions therein. I also understand that this is to be used as a guide and not necessarily all-inclusive of the position duties. The job may require other essential and non-essential functions, tasks, duties, or responsibilities not listed herein that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with KLA-MO-YA Casino Corporation.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources Signature

\_\_\_\_\_  
Date