



KLA-MO-YA Casino, Corporation

34333 Hwy 97 N ♦ Chiloquin, OR 97624 ♦ 541.783.7529

www.klamoyacasino.com

GENERAL MANAGER

REPORTING TO:	The Klamath Tribal Council
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 Tribal Council, the General Manager manages all administrative and programmatic operations of KLA-MO-YA Casino Corporation and the management staff. The General Manager provides leadership to the Casino & Hotel staff to ensure profitability and expansion of the venture following all company policies and regulations.

MAJOR DUTIES AND RESPONSIBILITIES

1. Develop and implement operational policies and procedures based on general policies, mandates and regulations adopted/issued by KLA-MO-YA Casino Corporation, Regulatory Gaming Commission 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 Tribal Council for all KLA-MO-YA Casino Corporation operations.
4. Manage the preparation, on-going 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, issue reprimands, and complete timely evaluations for all department managers.
6. Develop and manage specialized training programs for management staff for the purpose of improving identified position improvement needs.
7. Assist in the preparation, negotiation, implementation, and monitoring on a timely basis, 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 Tribal Council, the Regulatory Gaming Commission, and any other appointed authority to ensure the profitability, integrity, and asset protection of the corporation.
10. Provide monthly financial and department status reports to 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, and practices applicable to the full range of duties and administrative activities concerned with the management of 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 other issues that require The Klamath Tribal Council's or other appointed authority's attention.



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- Strong written and oral communications skills. Ability to communicate clearly with staff, Federal, State and local government officials and the general public.
- Knowledge of formulating policy, program development, staff direction, supervision training, and development of organizational plans, and the effective accomplishment of 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 Tribal Council or other appointed authority's outline overall objectives in accordance with policy and identifies limitations such as those imposed by budgeting, special areas of sensitivity, etc. The General Manager independently selects techniques, methods, and procedures for accomplishing assignments, keeping The Klamath Tribal Council or other appointed authority informed of developments. Issues of concern may involve controversial and/or sensitive social, political, environmental, or social 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, or a concentration in similar fields of study. Sealed Official Transcripts must be submitted. **REQUIRED**
- Five (5) years of demonstrated Casino Gaming Management experience, with well-rounded knowledge of all aspects of Casino operations, including non-gaming components. **REQUIRED**
- Minimum of Three (3) years 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.

COVID-19 CONSIDERATIONS

All Team Members are required under The Klamath Tribes' Mandatory COVID-19 Vaccination Policy to be fully vaccinated for COVID-19 or acquire an approved medical or religious exemption before starting employment. In addition, All Team Members are required to follow all company COVID-19 policies. Sanitation and cleanliness protocols are strictly enforced. These guidelines may change as needed and advised.

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 requirements set forth 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/or 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