



Red Cliff Band of Lake Superior Chippewa Indians

88455 Pike Road

Bayfield, WI 54814

Phone: 715-779-3700 Fax: 715-779-3704

Email: redcliff@redcliff-nsn.gov

Red Cliff Tribal Council

JOB DESCRIPTION

POSITION: General Manager (GM)

LOCATION: Legendary Waters Resort and Casino

SALARY: Negotiable

THIS IS A REGULAR FULL-TIME EXEMPT POSITION

SUPERVISOR(S): Red Cliff Band of Lake Superior Chippewas Tribal Council

JOB SUMMARY: The GM is responsible for the planning, directing, controlling, and coordination of all business activities of Legendary Waters Resort & Casino (LWRC) in accordance with the missions, visions, philosophies, policies, and objectives established by the Red Cliff Band of Lake Superior Chippewas Tribal Council (RBLSTC). LWRC consists of a casino, hotel (47 rooms), event center (15,000 sq ft) restaurant (seats approx. 102), snack bar, marina (50 slips), and two campgrounds. The GM ensures effective administration is provided for all departments and ensures gaming, legal, and policy compliance in all aspects of operations. The GM provides effective leadership with primary objectives of attaining maximum profit on operations through effective marketing and fiscal management strategies. This new facility has been operational in this location since August of 2011 as a result it is still in a startup stage of development. This condition brings both a challenge and an opportunity for the potential general manager.

DUTIES AND RESPONSIBILITIES: The GM receives direction and guidance from the Red Cliff Band of Lake Superior Chippewas Tribal Council and shall directly supervise all of the Resort's Managers. The GM is granted sufficient authority to carry out the prescribed duties and responsibilities, including, but not necessarily limited to the following:

- Oversees and directs all operational activities associated with both short and long-term strategic planning.
- Provide operational review through measurements of operational effectiveness.
- Develop statistical and trend analysis of internal and external factors affecting business conditions.
- Identify strategic alternatives and develop viable and effective strategic initiatives for review and authorization by the RBLSTC.

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- Plans, develops, and implements tactics to meet the goals of the Legendary Waters Resort & Casino Strategic Plan.
- Provides direction and support to all LWRC operations for the maximization of profits.
- Directs the preparation of the annual operating budget which includes accurate revenue projections, operational expenses, capital improvements, and depreciation; presents to RBLSTC for approval.
- Ensures an accurate accounting and reporting of the financial performance of LWRC.
- Authorizes expenditures and has signatory authority on contracts necessary for regular company operations with specified limits of authority.
- Makes recommendations to the RBLSTC on the hiring of all consultants or contractual work in accordance with the needs of the business.
- Promotes a working environment designed to achieve greater profits and effective working relations.
- **Able to act as a team player and leader of that team in addressing and correcting operational deficiencies and improvements.**
- Maintains effective and harmonious channels of communication between management and employees that promotes employee morale and enhances a positive working environment.
- Ensures the implementation of public relations practices designed to improve the Resort's image and relations with customers, employees, and the surrounding communities.
- Ensures that a standard of excellence in guest service is delivered and customer satisfaction throughout the Resort is achieved and maintained.
- Ensures compliance with all regulatory requirements required by Federal, State, and Tribal law to include the Red Cliff Band of Lake Superior Chippewas gaming ordinance, the Tribal/State Compact, the Indian Gaming Regulatory Act Minimum Internal Control Standard requirements and other applicable employment laws.
- Confers with the management team to plan business objectives and develop organization policies; Delegates assigned responsibilities accordingly.
- Coordinates functions and operations between divisions and establishes responsibilities and procedures for attaining objectives.
- Evaluates performance of the Resort Managers for productivity, leadership, and effectiveness; conducts regular performance evaluations on others under his/her supervision.
- Appraises the organization's financial position and issues periodic reports on financial stability, liquidity and growth of the organization; monitors the organization's performance against key business objectives.
- Directs the preparation and assembly of monthly and quarterly financial statements, business activity reports or other reports required for the RCBLSTC monthly meetings.
- Analyzes operational issues impacting business functions and their financial impact.

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- Demonstrates good judgment in investigating and solving problems.
- Takes all opinions and suggestions under advisement before making decisions.
- Considers the relative costs and benefits of potential actions and chooses the most appropriate one.
- Examines, evaluates, and pursues new trends, markets or methods that can assist the growth and success of LWRC.
- Conducts self with confidence and poise and treats others with respect and dignity; respects and considers the opinions of others as valid.
- Coaches, mentors and provides assistance to Managers when appropriate.
- Maintains a well-groomed, professional appearance and attitude appropriate for the position and the situation.
- Conducts all dealings on behalf of Legendary Waters Resort & Casino with the highest ethical standards, professionalism, and moral integrity.

QUALIFICATIONS AND KNOWLEDGE: Bachelor's Degree from four-year College or A University in Business Administration, Finance, Accounting, Public Administration, or related field is preferred. The position requires a minimum of five (5) years of proven success in an executive level management position of a resort destination facility and a minimum of five (5) years work experience in the gaming industry. This position requires licensure under the Band's Gaming Ordinance by successfully clearing a criminal background check and the ability to be bonded. In addition, the position requires the following knowledge, experience and competencies:

- **Fiduciary Experience**—The GM must have a minimum of five (5) years financial experience in budget management, cash management; including cash flow projections, receivables, payables, credit management, and experience in dealing with vendors, and contracts. Must have the ability to read and analyze financial statements, loan documents, audit reports etc., and have a strong understanding of finance, economics, generally accepted accounting principles (GAAP), financial markets, banking, investing, analysis and reporting of financial data. Proven experience and abilities in financial forecasting is required.
- **Administration and Management Experience**—Must possess the knowledge and practical experience in business and management principles involved in strategic planning, resource allocation, human resources, leadership principles and techniques, and directing and coordinating operational activities.

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- **Strong Mathematical and Analytical Skills**—Must have strong knowledge and experience in statistics, financial analysis and interpretation, ability to break down information and data into separate parts to identify underlying principles, causes, reasons or facts.
- **Written and Oral Communication Skills**—Must have excellent communication skills with the ability to communicate information effectively and appropriately to others in a non-threatening and professional manner. Must understand written documents and information and be able to present reports in a manner appropriate for the needs of the audience. Must possess effective public speaking and presentation skills and an ability to clearly write clear, concise reports, correspondence, press releases, internal directives, etc.
- **Complex Problem Solving**—Must be able to identify complex problems and research related information to develop and evaluate options and implement solutions.
- **Critical Thinking**—Must have an ability to combine pieces of information to form conclusions, establish relationships, or identify patterns or trends that may impact business activities or financial performance.
- **Accuracy and Exactness**—Must be highly accurate and exact in creating reports, conclusions and analysis.
- **Documenting and Recording Information**—Must be able to enter, transcribe, record, store, or maintain information in written or electronic form.
- **Developing Objectives and Strategies**—Must be able to establish long-range goals and objectives and specify strategies, actions and timelines to achieve them.
- **Responsibility for Outcomes**—Must be responsible for all outcomes of subordinate personnel and resulting work generated from all assigned departments.

PERSONAL CONTACTS: Will have daily interaction with casino staff and its individuals on the gaming floor, Tribal Administration, Tribal Council, and Gaming Commission.

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PHYSICAL REQUIREMENTS: The GM must have overall good physical and psychological health to work in a fast paced work environment. The position will require sitting for extended periods of time, walking, bending, driving, light lifting and repetitive motion from the use of a personal computer. At times, the GM may be exposed to cigarette smoke while on the gaming floor or lounge area of the facility. Reasonable physical accommodations will be made when deemed necessary.

CONFIDENTIALITY:

The GM shall not, at any time or in any manner, outside the course of performing his/her duties, either directly or indirectly, disclose or communicate to any person, firm or corporation in any manner whatsoever, any information concerning matters affecting or relating to the business of Legendary Waters Resort and Casino. This includes, but is not limited to, confidential personnel and customer information, company or department operations and plans, financial data, procedures and processes, or other information without regard to the matters being deemed confidential, material or important.

ACKNOWLEDGEMENT:

This job description is not necessarily an exhaustive list of all responsibilities, skills, requirements, efforts or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, Red Cliff Tribal Council reserves the right to revise the job or to require that other tasks be performed when circumstances change.

TRAVEL REQUIREMENTS: Must have valid driver's license, vehicle, and at least liability insurance. Person may be required to attend trainings and meetings in state and out of state.

APPLICATION SUBMITTAL REQUIREMENTS: The following items are required for this position:

1. Completed Tribal Application, to include work history and references; available on the tribal website.
2. Tribal Background Investigation Disclosure; available on the tribal website.
3. Cover letter and resume.
4. Post-secondary transcripts or certifications; if applicable.

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POSTING: December 20, 2017

DEADLINE: January 20, 2018

FOR FURTHER INFORMATION:

**Red Cliff Tribal Administration Building
Human Resources Department
88455 Pike Road
Bayfield, WI 54814**

www.redcliff-nsn.gov

Ashley.poch@redcliff-nsn.gov

Diane.cooley@redcliff-nsn.gov

(715) 779-3700 ext. 4268 or 4267

The Red Cliff Tribal Council has a Drug Free Work Place Policy and adheres to the intent of the Drug Free Work Place Act. All new hires are subject to a drug test prior to starting.

ALL APPLICANTS FOR EMPLOYMENT WITH THE RED CLIFF TRIBE ARE SUBJECTED TO THE BACKGROUND INVESTIGATION AND OTHER REQUIREMENTS OF RCCL CHAPTER 43, AND THAT YOU ARE UNDER A CONTINUING OBLIGATION TO SUPPLEMENT THIS APPLICATION FOR EMPLOYMENT WITH INFORMATION CONCERNING ANY CONVICTIONS THAT OCCUR AFTER COMMENCEMENT OF EMPLOYMENT WITH THE TRIBE.

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