



### **JOB DESCRIPTION**

**TITLE:** Assistant Resort Manager  
**DEPARTMENT:** Hotel  
**SUPERVISOR:** Resort Manager  
**WAGE:** Negotiable  
**SHIFT:** Days/Nights/Weekends/Holidays or as needed  
**CLASSIFICATION:** Non-exempt, Full-time  
**REQUIREMENTS:** Non-gaming License

**JOB SUMMARY:** Under the direction of the Resort Manager, the Assistant Resort Manager is to help the Resort Manager complete all activities related to the operations of the hotel, campground, and marina, ensuring the establishment works as smoothly as possible. A friendly, professional attitude is always required. Must be willing to work weekends, nights, and holidays. Neat, clean appearance is a must.

### **JOB QUALIFICATIONS:**

- High School diploma/GED required
- At least five (5) years' experience in hospitality management preferred
- Must have knowledge and understanding of various hotel operating systems and player tracking systems, preferred
- Previous cash handling experience
- Previous customer service experience required
- Excellent customer service skills
- Must be proficient in computer applications
- Ability to make sound decisions based on limited information
- Must possess excellent interpersonal and employee relations skills
- Ability to respond calmly and make rational decisions in stressful situations with co-workers, guest, and vendors
- Ability to maintain strict confidentiality
- Ability to multitask

**DUTIES AND RESPONSIBILITIES:**

- Must adhere to Legendary Waters Hotel & Casino's policies and procedures
- Must adhere to all appearance and uniform standards
- Must adhere to all safety and sanitation procedures
- Responsible for the quality, consistency, and presentation of all services delivered to guests
- Ensures the hotel, campground, and marina are well-maintained and operational
- Training of new team members
- Handles all bussing for the property
- Assumes full responsibility for the department in the absence of the Resort Manager
- Responds to guest service interactions in a professional and timely manner
- Ensure adherence to guest service standards within established departmental policies and procedures
- Ensure the daily operation of the check-in/out process runs efficiently
- Perform all functions necessary for registration and assignments of guest rooms
- Checks out the guest and receives the room payment
- Maintains all related records
- Must be able to sit, stand, and/or walk for long periods
- Must be able to lift 25-30 lbs.
- Perform other duties as assigned

Smoke-free environment.

The Red Cliff Tribal Council has a drug-free workplace policy and adheres to the intent of the Drug-Free Workplace Act. All new hires are subject to a drug test before starting.

Native American preference applies, yet all qualified applicants will be considered.

**Applications are available at the casino cashier's window and online at**

**[www.legendarywaters.com](http://www.legendarywaters.com).**

**For more Information, contact:**

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