

<https://entouragesearch.com/job/cage-manager/?lang=en>

## Cage Manager

### Description

A globally recognized gaming destination conveniently situated just a short 15-minute drive south of downtown Montreal is currently in search of a Cage Manager. As part of our expansion, we are unveiling new gaming floors, a luxurious hotel, and specialized dining options.

A Cage Manager oversees and directs the daily activities of the cage operations team, including Cage Supervisors, Cage Cashiers, Count Supervisors, and Count Team Members. In addition to managing the team, the Cage Manager collaborates with upper management to achieve objectives within the Cage Department. Responsibilities include maintaining internal control procedures, ensuring compliance with local laws and gaming regulations, and upholding high standards of customer service.

### Responsabilités

- Supervise and support daily cage operations, including planning and work assignments.
- Manage a team of Cage Supervisors, Cashiers, Count Supervisors, and Count Team Members.
- Provide guidance, support, and regular feedback to foster a cooperative and motivated work environment.
- Adhere to high professional standards of quality, competency, and conduct.
- Provide strategic leadership in planning, developing, implementing, promoting, and evaluating the effectiveness of cage procedures.
- Manage attendance, approve time sheets, schedule time off, and post shift bids.
- Ensure the highest possible standards of customer service are provided.
- Act as a point of escalation for customer complaints or complex inquiries, providing resolutions to ensure customer satisfaction.
- Perform account modifications and investigations in different software.
- Prepare and conduct performance appraisals.

### Organisation d'embauche

Entourage RH

### Type d'emploi

Temps plein

### Durée d'emploi

Permanent

### Lieu de travail

Chateauguay

### Salaire de base

70,000 \$ - **Salaire de base**  
80,000 \$

### Date postée

1 mars 2024

- Implement and model guest experience standards (People First Program) and drive higher levels of guest satisfaction.
- Assist in the interview/hiring process and reward/discipline employees.
- Conduct regular staff meetings and training sessions.
- Identify training needs, develop training programs, create training manuals, and ensure staff members are equipped with the necessary knowledge and skills.
- Attend and satisfactorily complete all training as assigned.
- Balance all revenue-related tasks and monitor cash flow, ensuring sufficient funds for cage operations.
- Coordinate with the finance department for financial reporting, audits, and reconciliations.
- Design and implement processes to improve operating efficiency and streamline workflow.
- Develop and monitor Key Performance Indicators to ensure the department's overall performance.
- Track progress towards specific goals and objectives to optimize performance.
- Stay updated on industry trends, best practices, and regulatory changes affecting cage operations.
- Implement and enforce security and confidentiality protocols to protect customer and company assets.
- Collaborate with compliance and security departments to conduct audits, investigations, and risk assessments.
- Keep all documents current and valid at all times, reviewing department policies and procedures.
- Consult internal control procedures and policy manuals for guidance.
- Perform duties in compliance with local laws and gaming regulations.
- Report illegal activity to Security and Surveillance or appropriate levels of Management.

### **Qualifications**

- Leadership skills with the ability to motivate, coach, and develop a team.
- Superior decision-making and problem-solving skills.
- Ability to work in a fast-paced, high-pressure environment and adapt to changing priorities and multitasking.
- Must be able to withstand varying levels of crowds and noise levels.
- Ability to communicate effectively with colleagues.
- Ability to perform advanced mathematical functions.
- Flexibility with scheduling (nights, weekends, holidays, special events, and extended hours).
- Working knowledge of Microsoft Office, with experience in

business-specific software or computer applications preferred.

- Fluency in English and French (written/spoken) to communicate with our customers when required.
- Must be at least 18 years of age.
- Experience in management is a strong asset.

#### **Avantages sociaux**

- Discounted or free food
- On-site parking
- Paid time off