



2700 Orchard Hwy.  
Manistee, MI 49660

**JOB POSTING 25-1438**

JOB TITLE	Training & Development Specialist	DEPARTMENT	Organizational Development
SUPERVISOR	Organizational Development Manager	JOB GRADE	LR17S \$46,162.70
SUPERVISORY RESPONSIBILITIES	Training & Development Assistant		
STATUS	1 Full Time		
EXEMPTION	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	REVISION DATE	03/18/2025

*Indian Preference is applicable in accordance with Ordinance #15-600-02*

**SUMMARY:**

Provides leadership and supervision to Training and Development Assistant to assist with creating, developing, implementing, and conducting training and development programs for team members.

Assist and do what you and your department can to create a fun, exciting entertainment experience for our guests and engaging, inclusive, supportive work environment for our team members.

**MINIMUM NECESSARY QUALIFICATIONS:**

**Education:**

- High School diploma or GED
- Bachelor’s degree in human services or related field
- Two years of training and development, education, and/or demonstrated expertise in talent management, training programs development, and organizational development

**Experience:**

- Michigan TAM certification or must obtain within 90 days of employment
- Michigan TAM Trainer Certification within the first year of employment
- Must obtain ServSafe Manager Certification within first year of employment and become a ServSafe Instructor & Registered ServSafe Examination Proctor
- Experience working with a Tribally run casino and/or resort preferred

A documented and verifiable combination of education and experience may be substituted for degree requirements.

**Age Requirement:**

- At least 21 years of age

**SKILLS AND ABILITIES:**

- Strong computer skills with experience in word processing, databases, and spreadsheets
- Strong organizational, written, and verbal communication skills
- Guest service, interpersonal and teamwork skills necessary to maintain quality service delivery
- Accurate and detail-oriented
- Strong problem-solving skills
- Maintain high confidentiality
- Independently manage multiple tasks in a professional manner
- Ability to work independently with minimal supervision
- Ability to work cooperatively with all departments
- Ability to manage extensive amounts of paperwork
- Ability to operate most office equipment (computer, fax, copier, etc)
- Strong presentation skills
- Adept with a variety of multimedia training platforms and methods
- Ability to evaluate and research training options and alternatives
- Ability to design and implement effective training and development
- Proficient with Microsoft Office Suite and related program software
- Verifiable knowledge of development and successful management of departmental budgets, labor control and expenses
- Best practices of team member selection, development, and mentoring team members to success

**CONDITIONS OF EMPLOYMENT:**

Conditions of employment with Little River Casino Resort include passing a pre-employment drug test excluding marijuana, passing Resorts background check to meet the employment eligibility requirements as they pertain to the position and successfully completing a 90-day introductory period.

Individual must not have been charged or released from employment or involved in anything which could be considered a liability to the Resort, e.g. harassment, theft, violence, or integrity issues.

**Knowledge, Competences, and Talents:**

- Accountable - Accept responsibility and account for actions
- Assignment - Ability to accurately plan, hire, schedule, and correctly assign, appropriate workloads to your staff's knowledge, skills, and abilities
- Collaborate - Ability to work with team members and management team to improve the gaming environment and continue to create a fun and exciting entertainment culture for our guests
- Communication – Clearly, concisely, and professionally use verbal and written skills with guests, team members, management team and vendors
- Guest Orientation - Establishes and maintains long-term guest relationships, building trust and respect by consistently meeting and exceeding expectations in a professional and ethical manner
- Confidential - Will maintain and abide to the highest standards of confidentiality pertaining to team member, department, LRCR, and guest information
- Detail Oriented – Ability to pay attention to the minute details of a given project or task
- Diversity – Work effectively with people regardless of their age, gender, race, ethnicity, religion, or job type
- Emotional Intelligence - Able to keep your emotional intelligence skills present and accessible, including thought and emotion control, emotional barriers, a flexible mindset and be conscious of and in alignment with the organization's core values as you lead your department

- Empathetic – Appreciates and sensitive to the feelings of others
- Ethical - Demonstrates conduct conforming to the highest-level set of values and accepted standards
- Interpersonal skills - Able to work effectively with guests, team members, management team, and vendors
- Judgment - Makes well-reasoned and timely decisions based on careful, objective review and informed data
- Leader – Sets the standard, is an example and correctly influences and ensures others perform their jobs correctly, effectively, and responsibly
- Mentoring - Including but not limited to responsiveness to staff needs, personnel issues, and providing a consistent / timely / fair / accurate evaluation process to help each team member succeed.
- Organized – Possesses the trait of being organized and follows a systematic method of performing a task
- PC skills - Demonstrates proficiency in PC hardware, software and applications as required
- Policies & Procedures - Demonstrates thorough, accurate, working knowledge and supportive attitude of all organizational policies, procedures, guidelines, and systems
- Problem Solving – Understands and identifies existing and potential departmental problems / issues by obtaining relevant input, information and data and objectively evaluates and develops recommendations, develops, and evaluates alternative course of action, selects correct course, and follows up
- Professional Attitude – Value, motivate and appreciate each individual you interact with in your office, your department(s), the Casino, the community and all of our guests
- Reliable – Is dependable and trustworthy
- Respectful and Honest / Acts with Integrity - Is truthful and credible in the workplace with team members, management team, guests, and vendors
- Success of all - Ability to professionally, fairly, and correctly direct and supervise staff towards their personal and professional success

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Assesses training and development needs through surveys, interviews, focus groups, and communication with management.
- Creates, organizes, plans, and presents various forms of onboarding, orientation, and skills training for team members.
- Develops unique training programs to fulfill team members' specific needs to maintain or improve job skills.
- Creates and/or acquires training procedure manuals, guides, and course materials.
- Creates team members' development plans; scheduling, creating, and tracking systems.
- Presents training and development programs using various forms and formats including group discussion, lecture, and selected modules in the learning management system.
- Maintains records of training and development activities, attendance, and retraining requirements.
- Speaks and performs to large audiences in a confident manner.
- Evaluates program effectiveness through assessments, surveys, and feedback.
- Maintains knowledge of the latest trends in training and development.
- Prepares and implements training budget with Organizational Development Director; maintains records and reports of expenses.
- Responsible for the supervision, retaining, performance evaluations, training and disciplinary actions of team members.

- Assists in processing the hiring and termination of supervised team members and obtains approval of the Department Director for hiring and terminations.
- Must adhere to safety rules and regulations of Little River Casino Resort and of the department.
- Ensure that all department staff operates efficiently and effectively and that department goals / objectives are met on a monthly, quarterly, and annual basis.
- Actively conduct department meetings, managers meetings, and staff communication meetings.
- Attend seminars, work sessions, successfully complete training, and any other meetings as assigned, scheduled, or requested and/or requested by the LRCR General Manager.
- Prepare any monthly, quarterly and/or annual reports and/or updates required by the position.
- Other duties as assigned.

**REMOTE WORK EMPLOYMENT:**

Remote Work Team Members complete their job responsibilities from a location other than on-premises. These positions use digital tools to handle tasks, complete projects, and communicate with their team, vendors, and guests. These positions may require Team Members to occasionally report physically to the property for onboarding, scheduled meetings, etc.

**PHYSICAL DEMANDS:**

While performing the duties of this job, the team member may be required to frequently stand, walk, sit, bend, twist, talk, hear, and perform repetitive motions. There may be prolonged periods of sitting, keyboarding, and reading. Must be able to perform repetitive hand and wrist motions. The team member must occasionally be able to push, pull, grasp, lift and/or move up to 50 pounds. Any lifting and/or moving over 50 pounds needs to be done in a team lift. Specific vision abilities required by this job include reading, document, computer, distance, and color vision. Talking and hearing are essential to communicate with team members, vendors, and guests in individual, department, small and/or large group meetings. Communication in face-to-face discussions, telephone, emails, and other electronic ways required. Must be able to operate computer equipment for extended periods of time. Must be able to walk, sit, and/or stand for periods of up to 8 hours.

**WORKING ENVIRONMENT:**

A working environment is the setting, social features, and physical conditions in which a job is performed. The general working environment for the Resort is office, gaming floor, food outlet, hotel and convention/entertainment center including flashing lights, frequent loud noises, and a smoke-filled environment. Must be flexible with work schedule for any hours and/or shift, as assigned, according to business needs. Occasional overtime required. Occasionally must deal with angry or hostile individuals.

**DISCLAIMER OF EMPLOYMENT:**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job description. It shall govern all positions as defined in the Team Member Handbook. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

All Little River Casino Resort Team Members are responsible to ensure they are in compliance with Little River Casino Resort Policies and Tribal Gaming Regulations.

**ACKNOWLEDGMENT:**

I have reviewed the content and description of the above listed position and have been provided a copy of the description. I certify that I am able to perform the essential functions of this position as outlined in this description, with or without reasonable accommodation.

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Team Member Name Sign & Print

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Date

**POSTED: 04/08/2025**

**REMOVE: Until Filled**