



2700 Orchard Hwy.  
Manistee, MI 49660

### JOB POSTING 25-1441

JOB TITLE	C-store Supervisor	Department	Organizational Development
SUPERVISOR	C-store Manager	JOB GRADE	LR14S \$39,877.08
SUPERVISORY RESPONSIBILITIES	C-Store Lead Customer Service Associate and Customer Service Associate		
STATUS	1 Full Time		
EXEMPTION	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	REVISION DATE	11/17/2023

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

#### SUMMARY:

Overall supervisory oversight of the convenience store (C-store) in the absence of the manager. Provides exceptional guest service to C-store guests. Responsible for initial and continuous training of guest service associates.

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

##### Experience:

- 3 years guest service experience with 1 year cash handling
- 1 year supervisory/lead level experience
- Class AB certification for underground tank storage or must obtain within first week of employment
- Must obtain SERVSafe Certification within 90-days and maintain throughout employment
- Michigan TAM certification or must obtain within 60 days of employment
- 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

- Strong problem-solving skills
- Accurate and detail-oriented
- Strong money handling skills with the ability to count money and give change swiftly and accurately
- 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)
- 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:**

- Resolves guest complaints pertaining to C-store operations.
- Operates cash registers when needed.
- Assists in opening and closing of C-store.
- Assists in maintaining daily inventory, stock level, plans, coordinates, orders merchandise and related supplies.
- Supervises daily duties and responsibilities of Customer Service Associates.
- Plans and conducts monthly meetings to keep staff informed.
- Coordinates schedules of C-store team members.
- Handles money accurately and securely and prepares drops according to established procedures.
- Maintains working knowledge of all Little River Casino Resort operations, programs, events, promotions, and services.
- Maintains cleanliness standards of all C-store and fueling areas.
- Maintains familiarity with the Manistee area.
- Assists in developing and maintaining C-store policies and procedures.
- Assists the manager in promoting the C-store by coordinating sales, promotions, and advertisements with the Marketing department.
- Performs monthly product inventory in accordance with established policies and standards and maintains related records.
- Maintains overall protection of c-store assets.
- Develops and maintains proper merchandise displays in accordance with planned promotions and events.
- 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.

**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. 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.

**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. Must be able to hear and speak with team members, vendors, and guests. High volume direct public contact.

**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: 04/16/2025**

**REMOVE: Until Filled**