



Position Title:	Duty Manager
Award:	Registered and Licensed Clubs Award 2010
Department:	Gaming
Reports to:	Gaming Manager
Financial Accountability:	Supervise all actual cash records, tills balancing, vault operations and reconciliations.
Supervisory Accountability:	Supervise all shift floor staff in bars, gaming and front of house, plus Motel Operations after normal office hours. Maintain operational staffing levels and adjust where necessary. Attend to operational issues as they arise.

Position Summary:

The role of the Duty Manager is to oversee the daily operation of the Club, ensuring a high level of customer service, adequate usage of resources and staff, financial and banking reporting and meeting legislative and compliance requirements to ensure the safety and comfort of all patrons.

Key Responsibilities and Objectives:

- Work closely with the Management Team and staff to ensure the smooth day to day operation of the Club.
- Supervise staff and maintain adequate staffing, with careful consideration of labour costs, on a daily basis.
- Ensure proper financial records are kept and maintained, and report any financial matters in a timely manner. Ensure the security of monies.
- Ensure staff and customer safety is maintained including RSA and RCG issues.
- Supervise bar and gaming operations including gaming machines, Keno, and TAB.
- Maintain any legislative issues and liaise with statutory authorities (Liquor and Gaming Control/Police).
- Attend to customer enquiries and complaints in a timely and efficient manner.
- Report on daily operations and other information as necessary to relevant Senior Management including but not limited to incidents and daily management issues.
- Conduct the daily opening and closing of Club operations.

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

Key Selection Criteria:

1. Formal qualifications in Hospitality Management, and/or relevant experience in a similar position.
2. Experience in managing, leading and influencing staff and maintaining efficiency in the use of labour.
3. High level of personal presentation and professionalism, with the ability to promote team work and a positive workplace culture.
4. Strong communication and interpersonal skills with a customer centred approach and the ability to resolve disputes in a timely and effective manner.
5. Excellent written, verbal and interpersonal skills.
6. Experience in financial reporting and record keeping.
7. Current NSW Responsible Service of Alcohol (RSA).
8. Current NSW Responsible Conduct of Gaming (RCG).
9. Current First Aid accreditation.
10. Willingness to work weekends and variable shifts as required.

Key Relationships:

Internal: CEO, Gaming Manager, Duty Managers, Senior Management Team, all staff

External: Members and their guests, general public

Key Club Requirements	
Adhere to Club Values	<p>The values that we will live by in pursuit of our vision and mission are as follows:</p> <ol style="list-style-type: none">1. EXCELLENCE We relentlessly pursue the best outcomes from all our endeavours. We work collectively and harmoniously to achieve our vision and do not tolerate mediocrity.2. BOLDNESS We want to be bold, innovative and willing to take risks in a responsible manner in pursuit of our vision and mission. We want to be welcoming of change and technology as an opportunity to enhance our Club and the benefits that we can provide to our members.3. FUN Our offering to our members and visitors is Entertainment. A happy, fun environment is contagious and essential to success. We want the best available staff because we're a fun place. We want Rich River to be ALIVE WITH FUN.4. ADAPTABILITY In a highly competitive industry we must be prepared to change. Whether driven by legislative, technological or market forces we must continuously refresh our offerings to remain competitive.5. RESPECT We accept and respect one another, our members and our visitors regardless of gender, age, race, disabilities or beliefs. We respect our environment and ensure safety and sustainability.

	<p>6. COMPLIANCE</p> <p>We conduct our business and ourselves in a lawful and socially responsible manner. Through good governance and responsible management, we manage our resources to ensure the ongoing sustainability and evolvement of our club.</p>
Workplace Safety Responsibilities	<ul style="list-style-type: none"> • Perform role in a safe manner by adhering to RRG Health and Safety policies, regulations and agreed safe work procedures and report immediately any potential hazards and/or incidents occurring in the workplace. • Adhere to emergency procedures as detailed in the RRG Emergency Procedure. • Ensure compliance with manual handling practices.
Code of Conduct/ Behaviour	<ul style="list-style-type: none"> • Demonstrate practice within the Vision, Mission and Values of RRG. • Assist in establishing and maintaining effective communication systems within the Club and promote and maintain an environment of teamwork and professionalism. • Work in accordance with relevant legislation, Standards and Policies (as applicable to role), e.g. Charter of Human Rights, Privacy Act & Principles, Equal Employment Opportunity, Bullying and Harassment.
Organisational Expectations	<p>Facilities and Equipment</p> <ul style="list-style-type: none"> • Maintain surrounds and equipment used within the role, ensuring that cleanliness and safety are adhered to at all times. • Responsible for the reporting of any malfunctioning equipment and /or facility to the appropriate department manager. • Ensure the safety and economical use of all resources.
Education/Training	<ul style="list-style-type: none"> • Demonstrate commitment to personal and professional development. • Participate in professional development annually, with the department manager, identifying key areas for professional and personal growth.

Endorsement: I have read and understand the requirements of this role.

Employee Signature: _____ Date: _____

Manager Signature: _____ Date: _____