

PARAGON CASINO RESORT

Job Description

TRAINING MANAGER

Department:	Training	Reports to:	Dir. of Training & Associate Development
Job Code:	MGR05	License:	Gaming
Position Code:	MGR023	Costing:	600 6300 6301
Pay Grade:	E8	Date:	
EEO-1 Code:	1.2		

SUMMARY:

Responsible for the coordination, facilitation and implementation of all Paragon Casino Resort Training modules ensuring support is received from all functional departments.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Provides professional training preparation support. Conducts training audits and provides formal feedback about job skills training on a regular basis.
- Co-facilitates the training of Associates with Training Coordinators and departmental instructors, using approved modules.
- Coordinates the scheduling of all Associates and instructors for designated departments, and coordinates assignments with department staff.
- Maintains current and accurate records in the computer of Associates in assigned areas of responsibility, showing attendance and successful completion of all Skills Training and other training modules.
- Implements other Company training course modules as assigned for Associates and management, including presentation and facilitation of training programs and special events.
- Assures maintenance of accurate training program material inventories for appropriate job skill areas.
- Recommends training refreshers based on departmental feedback to the Director.
- Regularly confers with the Director to review achievements and to discuss needed changes in goals, objectives and/or department direction resulting from current or projected future status or conditions.
- Facilitates Paragon's Orientation and Alcohol Awareness Training Process.
- Serves as a Training consultant to all departments.
- Oversees the effectiveness of department Trainers and Sponsors by providing professional training preparation and one-on-one coaching to ensure effective delivery.
- Coordinates, monitors, and evaluates departmental and outside training programs.

- Monitors and enforces Service Standards cross-departmental.
- Assists in the development of departmental training manuals, on-the-job training, and cross-training programs.
- Prepares training schedules and calendars.
- Develops and maintains library of training resources.
- Ensures implementation of development standards for associates preparing for promotion and cross training.

Paragon Casino Resort requires all Associates to consistently:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Exceed Guests expectations with quality and friendly service.
- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.
- Provide a safe working environment by complying with safety rules and reporting potential hazards.
- Comply with company performance standards and departmental policy and practices.
- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.
- Support training and development for all Associates.
- Communicate and share ideas, concerns and explain “Why” behind decisions.
- Maintain a consistent, regular attendance record.

REQUISITE QUALIFICATIONS:

The requisite qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Four (4) year college degree, preferably in Education, Organizational Development or Human Resources Management or related field; and/or two (2) to three (3) years supervisory experience. Experience in People Management, Human Resources, or Training preferred.

Qualifications: Must possess excellent communication, organizational, and analytical skills. Must be extremely people oriented and computer-literate in Word, Excel, and Power Point. Must have excellent written, verbal and facilitation Communication Skills, the ability to perform under pressure, meet deadlines and the ability to encourage and inspire Associates at all levels.

Ability to work a flexible schedule is required.

Must apply for, be granted and retain a valid Tribal Gaming License and State Gaming Certification during their employment with Paragon Casino Resort. Must have understanding of and abide by all regulations as stated in the Tribal-State Compact.

Language Skills: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public.

Mathematical Skills: Ability to work mathematical concepts such as probability and statistical

inference. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

Reasoning Ability: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to apply commonsense reasoning to a variety of situations.

Physical Demands: The physical demands described here are representatives of those that must be met by an Associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the Associate is regularly required to talk or hear. The Associate is also regularly required to stand; walk; sit; and use hands to finger, handle, or feel objects, tools, or controls. The Associate is occasionally required to reach with hands and arms, and to sit; climb or balance; and stoop, kneel, crouch or crawl.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an Associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.