



POSTED: September 18th, 2025 DEADLINE: October 1st, 2025

JOB DESCRIPTION

POSITION: **Manager**

DEPARTMENT: **Convenience Store**

SUPERVISOR: **General Manager**

LOCATION: **Resort**

EMPLOYMENT: **Full-Time**

PAY RATE: **\$18.00 - \$24.00/Hour (Non-Exempt) D.O.E.**

LICENSE STATUS: **Key-Employee**

DESCRIPTION:

The C-Store Manager is responsible for the efficient and profitable day-to-day operation of the convenience store including scheduling, training, and supervising of employees. The C-Store Manager is responsible for all controllable expenses including labor, inventory, spoilage, and cash balances.

RESPONSIBILITIES:

- Provide excellent service to guests, internal and external, through active guest engagement and positive attitude.
- Shall be required to read, implement, and adhere to all NWCR Policies and Procedures, LVD Gaming Ordinance, Tribal/State Gaming Compact, NIGC Minimum Internal Control Standards, Indian Gaming Regulatory Act, LVD Tribal Internal Control Standards, Title 31 Minimum Internal Control Standards, NWCR Casino Employee Handbook, Convenience Store Department Policy and Procedure Manual.
- Assist in the recruitment and recommendation for hire and train positive individuals to become members of a team that ensures excellent customer service.
- Conduct staff meetings for the store as necessary.
- Have the physical ability to perform all duties of a store cashier on a regular basis.
- Ability to prepare financial reports, budgets, and daily reports of store operations.
- Follow and enforce policies and procedures set forth for the operation of the department.
- Initiate price changes, inventory sell-offs, mark ups, etc... as necessary.
- Communicate discrepancies and or any abnormalities in the operations.
- Ensure compliance with all applicable laws in the sale of all products including gas, liquor, and tobacco.

- Enforce all safety and security issues and report all issues with appropriate departments.
- Conduct regular safety and security meetings with staff and document all incidents that occur and report to appropriate personnel.
- Comply with applicable federal, state, and local legal requirements, and advise the GM and Tribal Council on needed actions.
- Identify staff development and training needs.
- Evaluate and verify employee performance, ensure proper labor relations and conditions of employment are maintained.
- Maintain records, prepare reports, and compose correspondence relative to work. Assign coordinates and outline work methods.
- Responsible for many tasks which include stocking shelves, cleaning floors and bathrooms, changing light bulbs, cleaning ceiling.
- Assists in the development of policies and procedures.
- Responsible for enforcing all rules, regulations, policies, and procedures set by Resort.
- Responsible for the training, supervision, scheduling, and development of all Department Team members.
- To remain in compliance with Casino Regulatory policies and procedures, employees are required to attend all necessary meetings and trainings facilitated by Management.
- Due to the dynamic casino environment from time to time, we require employees to be flexible and assume other responsibilities assigned by management.
- Required to actively participate in the LVD/Northern Waters Safety Committee.

MINIMUM QUALIFICATIONS:

- High School Diploma or general education degree (GED).
- Must be willing to work a minimum of 40 hours per week.
- Must be able to work variable shifts, including nights, weekends, and holidays.
- Must have previous retail experience and possess the knowledge and skills necessary for the position.
- Ability to maintain competitive fuel pricing, fuel inventories, marketing promotions and branding.
- Ability to organize, evaluate and present information effectively.
- Must be able to lift to 50 lbs.
- Must pass background checks and other pre-employment screenings necessary to receive and maintain a Gaming License.

PREFERRED QUALIFICATIONS:

- Knowledge of training and supervisory techniques. Knowledge of labor relations.
- Excellent interpersonal skills and demonstrated patience, tact, and respect.
- 5 Year's C-Store Management experience
- Bachelor's Degree in business.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.

PREFERENCE FOR HIRING:

Preference shall be given when it is established that the applicant meets the qualifications as stated in the job description. The following order shall be adhered to for hiring:

- Enrolled LVD Tribal Member

- **Parents/Legal Guardian of LVD Tribal member children and spouses of Tribal Members**
- **Other Native Americans**
- **All Others**

Date Approved by LVD Gaming Commission: 05/16/2023.

Date Approved by the Public Enterprise Finance Commission (PEFC): 08/29/2023.

Northern Waters Casino Resort

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Sign_____Date_____