



POSTED: January 13th, 2026 DEADLINE: Until Filled

JOB DESCRIPTION

POSITION: **Manager**

DEPARTMENT: **Convenience Store**

SUPERVISOR: **General Manager**

LOCATION: **Resort**

EMPLOYMENT: **Full-Time**

PAY RATE: **\$21.00 - \$26.00/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. This position requires a highly motivated applicant with strong leadership skills.

RESPONSIBILITIES:

- Provide excellent service to guests, internal and external, through active guest engagement and positive attitude.
- Shall be required to read, understand, 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.
- Recruit, hire, train, schedule, coach and supervise store employees; conduct performance reviews and address disciplinary issues.

- Ensure top-tier service, respond to complaints effectively, and maintain a friendly, well-organized store environment.
- Enforce safety protocols, monitor regular adherence (e.g. age verification for alcohol/tobacco), and ensure overall store security.
- Conduct staff meetings for the store as necessary.
- Must be willing to attend management and sensitivity training as an ongoing effort to enforce positive employee morale and excellent customer service.
- Have the physical ability to perform all duties of a store cashier on a regular basis.
- 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 to ensure customer satisfaction and profitability.
- Communicate discrepancies and 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.
- Handle daily financials, budgeting, wage controls, and profitability analysis.
- Advanced experience with cash handling and vault deposits.
- Maintain records, prepare reports, and compose correspondence relative to work.
- Assign coordinates and outline work methods to maintain a safe and clean environment in every area of the store from top to bottom.
- Coordinate and/or perform routine maintenance tasks, e.g. changing light bulbs, stripping and waxing floors, assembling displays, etc.
- Develop and oversee implementation of policies and procedures.
- Responsible for enforcing all rules, regulations, policies, and procedures set by Resort.
- 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.

Job Requirements: Experience, Education, Technical, Schedule and Physical

Experience:

- Ability to work both independently and in a team environment.
- Excellent communication skills.
- 3-5 years supervisory experience in a convenience/retail service environment overseeing daily store operations.
- Excellent interpersonal skills to create a positive work environment and develop strong employee morale.
- Ability to train staff in store procedures, cash handling, customer service standards and sales techniques.

- Skilled negotiation tactics to procure inventory at cost-effective prices while maintaining quality standards.
- Possess current knowledge of convenience store trends, and competition in the marketplace.
- Knowledge of accurate cost of goods calculations, labor costs and business expenses to develop cost-saving opportunities and pricing strategies.

Education:

- High school diploma or equivalent; college degree in Business Management, Hospitality, Retail Management or comparable field preferred.
- Willingness to complete a Retail Management Certificate course within 1 year of employment.

Technical:

- Proficient with MS Office (Microsoft Word, Excel, PowerPoint and Outlook).
- Experience using retail systems (i.e. APS, inventory systems, sales reporting, etc.).
- Advanced knowledge of a POS system with the ability to perform hands-on training for employees.

Schedule:

- Ability to work a flexible schedule to meet the needs of the business, including nights, weekends, busy seasons, and high retail traffic and sale days (including but not limited to the day after Thanksgiving, Memorial Day, Christmas Eve, Mother's Day, etc.). Must work a minimum of 2 nights per week. Must close Friday and Saturday nights for a minimum of one weekend per month. You must work a minimum of one Sunday per month.
- Regular attendance in accordance with the Casino attendance policy.

PHYSICAL REQUIREMENTS:

- Mobility to maneuver the C-Store floor and stockroom to provide and support customer service.
- Reach above/bend to obtain product for customers from store fixtures/shelves at various heights and climb ladders/stairs/step-stools to perform visual merchandising and housekeeping duties.
- Ability to frequently lift and carry up to five pounds and at times lift and carry product/cartons up to fifty pounds to process product shipment/transfers.

Certification of Knowledge, Skills and Abilities are required.

Must pass background checks and other pre-employment screenings necessary to receive and maintain a Gaming License.

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 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: .

Date Approved by the Public Enterprise Finance Commission (PEFC): 01/12/2026

Northern Waters Casino Resort

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Sign_____ Date_____