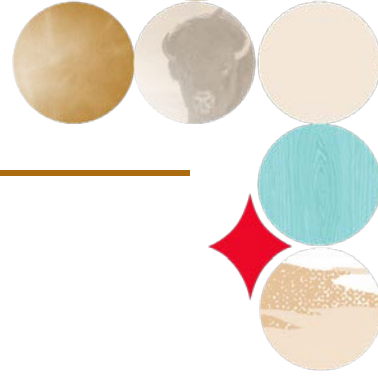


CASINO DEPARTMENT OVERVIEWS

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CAGE DEPARTMENT

Focuses on **risk mitigation** in support of organizational excellence, by supervising the control and record keeping of the flow of cash, chips and coupons between different parts of the casino, and between the casino and its guests. As part of providing convenient services to guests, the position also strives for customer service excellence.

CAREER OPPORTUNITIES:

- Cage Supervisor
- Cage Cashier

CAGE POSITIONS OVERVIEWS:

- Cage supervisory staff will monitor gaming operations and communicate policies, procedures and standards to cage staff.
- Cage staff will focus on risk mitigation in support of organizational excellence, by providing meticulous control and record keeping of the flow of cash, chips and coupons between different parts of the casino and between the casino and its guest.
- All cage staff will model the highest standards of gaming relations and professionalism.

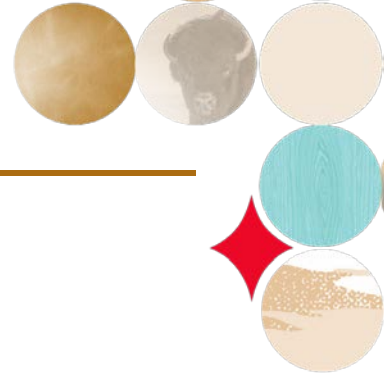
EDUCATION & EXPERIENCE REQUIREMENTS:

- Successful completion of Grade 12 or GED or a combination of relevant education, training and/or experience.
- Previous experience in banking with cash handling experience would be an asset.
- Experience providing customer service and working with many diverse situations and personalities.



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FACILITIES DEPARTMENT

Contributes to the maintenance of SIGA's **memorable facilities**, by carrying out cleaning tasks to ensure a safe and sanitary environment for Casino guests and staff.

CAREER OPPORTUNITIES:

- Custodian
- Maintenance Repair Worker 1
- Maintenance Repair Worker 2
- Facilities Supervisor

FACILITIES POSITIONS OVERVIEWS:

- Facilities supervisory staff will contribute to the maintenance of SIGA's memorable facilities, and provides a safe and healthy environment for staff, guests and contractors.
- All facilities staff will model the highest standards of customer relations and professionalism.

EDUCATION & EXPERIENCE REQUIREMENTS:

- Maintenance repair worker (MRW): Certification from a recognized education/training institution in one or more of the following areas: carpentry, plumbing, heating, air conditioning, electrical, building/plant maintenance. MRW 2: Completion of building systems technician certification is strongly preferred. Previous experience in a trade including but not limited to plumbing, electrical and carpentry.
- Custodian: Previous housekeeping or custodial experience would be preferred.



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FINANCE & ADMINISTRATION DEPARTMENT

Focuses on risk mitigation and **accountability**, by providing thorough and accurate reconciliation and reporting of Casino financial transactions. In addition, ensuring that all deliveries to the Casino are inspected, matched to invoices, and received according to procurement policies.

CAREER OPPORTUNITIES:

- Receiver
- Accounting Clerk
- Accounting Supervisor

FINANCE & ADMINISTRATION POSITIONS OVERVIEWS:

- Receiver will coordinate and plan the shipping operations, by receiving goods and managing inventory system data.
- Accounting Clerk will assist in processing accounts payable and receivable; and providing assistance to the cage, live games, slots and ancillary operations.
- Accounting Supervisor will audit and verify information from cash-handling Casino departments and functions – daily, weekly, or as otherwise scheduled.
- All Finance staff will model the highest standards of gaming relations and professionalism.

EDUCATION & EXPERIENCE REQUIREMENTS:

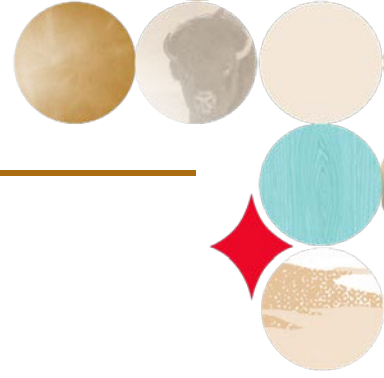
- Successful completion of Grade 12, GED, or a combination of relevant education, training and/or experience.
- Accounting Diploma or Certificate.



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FOOD & BEVERAGE DEPARTMENT

Delivers **quality**, value priced dining, and builds strong relationships internally and externally (Miyowîchêtowin), by providing overall management and oversight of the kitchen.

CAREER OPPORTUNITIES:

- Bartender
- Cashier
- Cook
- Dishwasher
- Executive Chef
- Prep Cook
- Server
- Sous Chef/Supervisor

FOOD & BEVERAGE POSITIONS OVERVIEWS:

- Food & Beverage (FB) supervisory staff will monitor food service operations and communicate policies, procedures and standards to hospitality staff.
- F&B staff will deliver quality, valued priced dining, by cooking food and serving food to meet restaurant, catering and deli needs.
- All F&B staff will model the highest standards of guest relations and professionalism.

EDUCATION & EXPERIENCE REQUIREMENTS:

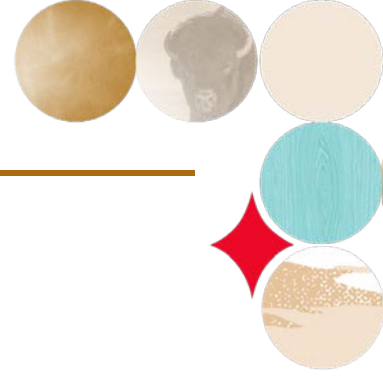
- Executive Chef: Completion of a Certified Red Seal Journeyman cook and minimum of 7 years of practical experience in a high volume food service operation.
- Other positions: Combination of relevant education, training and/or experience and the completion of food safe handling certificate.
- All positions: Experience interacting with the public and providing exceptional customer service.



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GAMING DEPARTMENT

Ensures that SIGA's slot-playing guests receive exceptional, friendly and personal customer service, contributing to an overall positive entertainment experience. In addition, gaming ensures that Casino guests have an exceptional **entertainment experience** by running Blackjack and other house games.

CAREER OPPORTUNITIES:

- Live Games Dealer
- Live Games Superviso
- Slot Attendant
- Slot Supervisor
- Casino Technician

GAMING POSITIONS OVERVIEWS:

- Gaming supervisory staff will monitor gaming operations and communicate policies, procedures and standards to gaming staff.
- Gaming staff will ensure that SIGA's gaming playing guest receive exceptional, friendly and personal customer service.
- Gaming staff have a strong emphasis on risk management and game protection, by strictly adhering to procedures and monitoring player behavior.
- All gaming staff will model the highest standards of gaming relations and professionalism.

EDUCATION & EXPERIENCE REQUIREMENTS:

- Successful completion of Grade 12, GED, or a combination of relevant education, training and/or experience.
- Experience in the gaming industry, preferably in the live games and slot department would be an asset.
- Experience providing customer service and working with many diverse situations and personalities.



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GUEST SERVICES/MARKETING DEPARTMENT

Develops plans and initiatives to drive visits and **optimize income** through advertising and communications. This department directs the provision of convenient services to Casino guests and builds strong relationships internally and externally (Miyo-wíchêtowin) by providing overall management and oversight of Casino Marketing and Guest Services operations.

CAREER OPPORTUNITIES:

- Guest Services Representative
- Guest Services Rep Supervisor
- Shuttle Bus Driver
- Administrative Assistant
- Marketing Coordinator

GUEST SERVICES/MARKETING POSITIONS OVERVIEWS:

- Marketing team promotes the casino entertainment experience by coordinating and implementing activities that drive visits and revenues.
- Guest services supervisory staff will monitor guest services operations and communicate policies, procedures and standards to guest services staff.
- Guest services staff will provide exceptional customer service to guests and to provide information on casino area events and services.
- All guest services staff will model the highest standards of guest relations and professionalism.

EDUCATION & EXPERIENCE REQUIREMENTS:

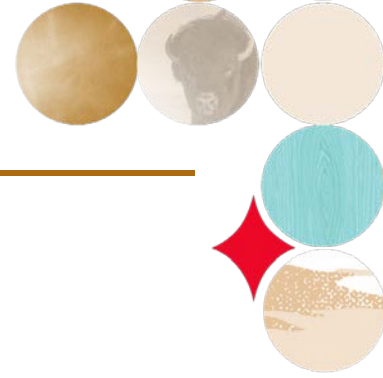
- Marketing: Completion of a marketing diploma from a recognized institution or a combination of relevant education, training and/or experience.
- Guest Services: Completion of a grade 12 or GEC and/or a combination of relevant education, training and/or experience.
- Experience interacting with the public and providing exceptional customer service.



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HOTEL DEPARTMENT

Welcomes guests to the Hotel and contributes to their enjoyment of SIGA's **memorable facilities**, by taking room reservations and providing exceptional customer service. In addition, the hotel directs the provision of convenient services to Casino guests, and builds strong relationships internally and externally (Miyowîchêtowin), by providing overall management and oversight of the Hotel.

CAREER OPPORTUNITIES:

- Housekeeping Attendant
- Front Desk Agent
- Hotel Supervisor
- Hospitality Manager

HOTEL POSITIONS OVERVIEWS:

- Hotel staff contributes to the maintenance of SIGA's memorable facilities, by taking room reservations, carrying out cleaning tasks to ensure a safe and sanitary environment for Hotel guests.
- All Hospitality staff will model the highest standards of guest relations and professionalism.

EDUCATION & EXPERIENCE REQUIREMENTS:

- Hospitality Manager – Hospitality Management or Business Administration, Commerce Degree.
- Successful completion of a Grade 10, 12 or GED diploma or a combination of relevant education, training and/or experience.
- Combination of relevant education, training and/or experience.
- Experience interacting with the public and providing exceptional customer service.

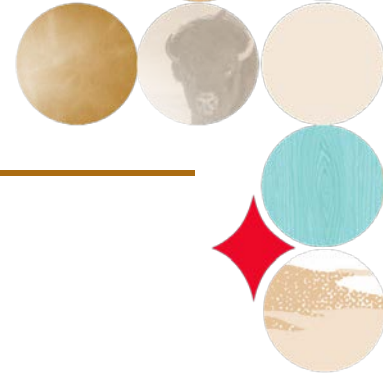


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Human Resources Planning



MANAGEMENT TEAM

These positions focus on **operational effectiveness**, by providing effective oversight of Casino operations, in the areas of Cage, Facilities, Finance & Admin., Food & Beverage, Guest Services, Gaming, Human Resources, Live Games, Marketing, Security, Slots and Surveillance.

CAREER OPPORTUNITIES:

- General Manager
- Operations Manager
- Human Resources Manager
- Marketing Manager
- Cage Manager
- Senior Operations Manager
- Finance & Admin. Manager
- Facilities Manager
- Guest Services Manager
- Food & Beverage Manager
- Guest Services/Marketing Manager
- Slot Manager
- Live Games Manager
- Gaming Manager
- Security Manager
- Surveillance Manager

MANAGEMENT POSITIONS OVERVIEWS:

- SIGA management is responsible and accountable for the overall management, operations, integrity and profitability of the casino within a framework of SIGA's corporate strategic priorities, vision, mission and guiding principles.
- SIGA management are responsible for developing strategic plans to bring the work for the casino into alignment with SIGA's corporate vision and serves as an effective role model to the staff, by communicating the vision and the need to actively work towards its realization.

EDUCATION & EXPERIENCE REQUIREMENTS:

- Bachelor's degree in business, gaming management, operations management, finance, human resources, marketing. Several successful years of directly related business experience may be considered.
- Minimum of five to ten years of experience in business or gaming management is required.



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SECURITY DEPARTMENT

Focuses on **risk mitigation** and protection of Casino assets and people, by ensuring the safety and security of SIGA's guests, staff and assets, in compliance with established procedures and policies.

CAREER OPPORTUNITIES:

- Security Officer
- Security Supervisor

SECURITY POSITIONS OVERVIEWS:

- Security supervisory staff will monitor security operations and communicate policies, procedures and standards to security staff.
- Security staff will focus on risk mitigation and protection of Casino assets and people.
- All security staff will model the highest standards of customer relations and professionalism.

EDUCATION & EXPERIENCE REQUIREMENTS:

- Successful completion of Grade 12 or GED or a combination of relevant education, training and/or experience.
- Completion of First Aid, AED and CPR Level C is preferred.
- Experience working in a security department and providing customer service would be preferred.



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SURVEILLANCE DEPARTMENT

Focuses on **risk mitigation**, monitoring Casino operations and cash transactions to ensure the protection of Casino and guest property, assets, and information. In addition, to providing overall management and oversight of the Surveillance department.

CAREER OPPORTUNITIES:

- Surveillance Operator
- Surveillance Supervisor
- Surveillance Technician

SUREVEILLANCE POSITIONS OVERVIEWS:

- Surveillance staff will focus on risk mitigation by monitoring casino operations and cash transactions to ensure the protection of casino and guest property, assets, and information, and by supervising the Surveillance Department and employees.
- Surveillance technicians will maintain the technological infrastructure that underlies casino surveillance and operations.
- All surveillance staff will model the highest standards of customer relations and professionalism.

EDUCATION & EXPERIENCE REQUIREMENTS:

- Successful completion of a Grade 12 or GED diploma or a combination of relevant education, training and/or experience.
- Experience providing customer service and working with many diverse situations and personalities.
- Previous gaming or surveillance experience would be an asset.



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