

THE MILL CASINO•HOTEL & RV PARK

**POSITION DESCRIPTION**

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| **JOB TITLE: Operations Analyst** | **DEPT: Admin** |
| **FLSA: Non-Exempt** | **DATE: 1/13/2023** |
| REPORTS TO: Manager Operations Analytics | **SALARY GRADE: 13** |

**BASIC FUNCTION***:*

Responsible for coordinating, implementing, and evaluating business programs as directed by the Senior Operations Analyst and Director of Operations Analytics.

PRINCIPAL ACTIVITIES & RESPONSIBILITIES:

* Promote a clean, safe, healthy and friendly work environment for employees and guests; report and direct safety issues to Safety Committee.
* Subject Matter Expert (SME) and “Super User” for assigned related operational systems
* Configuration and maintenance of assigned projects in player tracking and other operational systems
* Assists in the design and maintenance of custom database structures
* Interacts with other departments to provide analytical and project support as assigned
* Ensures integrity and validity of assigned operational processes
* Assists with data and system aspects of direct marketing operations, including the creation of mail lists, variable data and tracking of expenses

1. Assist with evaluating ROI for programs, events, and promotions
2. Assists in the support of issues involving player database and related tools
3. Assists with overseeing technical support and development for player tracking systems
4. Executes routine reports and assist with hygiene of database
5. Provides administrative support as assigned
6. Assists with reports, duties and projects as assigned

**POSITION REQUIREMENTS***:*

* Minimum of an Associate degree (AA) or equivalent from a two-year college or technical school; or at least three (3) years experience in a marketing department, finance Department, and/or company with an emphasis on database, planning and analysis; four-year degree preferred
* Detail oriented with strong organizational, analytical, and communications skills
* Ability to maintain database applications used for tracking and quantifying information
* A deep understanding of the creation and mining of databases for determining relationships between business drivers and profitability and communication recommendations to management
* Proven effective skills in MS Office suite; advanced knowledge of Excel including pivot tables, formulae, and statistics; SQL proficiency
* Ability to work with large volumes of detail oriented tasks, deadlines and high intensity situations
* Knowledge in developing and maintaining major quality and quantity databases
* Working knowledge of marketing processes and direct mail
* Proven, strong analytical skills
* Working knowledge of data management systems
* Ability to read, analyze and interpret data
* Ability to define problems and draw valid conclusions
* Ability to build complex queries and produce results using various ad-hoc query and spreadsheet applications
* Ability to provide management and staff with meaningful information that will help them manage the department effectively
* Ability to work independently
* Ability to solve complex problems and to perform assigned duties under frequent time pressures
* Multi task with tight deadlines, heavy clerical, and data entry
* Ability to maintain strict confidentiality relative to financial data, casino, player data, policies and marketing plans
* Must pass and remain in compliance with Coquille Gaming Commission background check and drug free work place policies

MILLION $ SERVICE STANDARDS:

Must be able to incorporate TMCH’s service strategy into daily operations by demonstrating the following standards while performing the requirements of the job:

* Look Good
* Smile & Greet
* Use that Name
* Be There
* Ask! Ask! Ask!
* Good Luck
* Make their Day
* Listen, Act, Pass it On

**AUTHORITY & RESTRICTIONS***:*

* This position has no supervisory responsibility.
* Maintain confidentiality and discretion in all areas; including the dissemination of trade secrets, planning and promotional procedures and customer information files.
* Access to sensitive customer information and computer processes
* Access to Aristocrat system for player tracking purposes.
* No gaming or tip accepting in facility at any time.

**PHYSICAL DEMANDS/WORK ENVIRONMENT** (*the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations will be considered to enable individuals with disabilities to perform the essential job functions*):

Ability to work weekends, holidays and evening hours as business demands. While performing duties of this position, employee may be required to stand or sit for extended periods, frequently walk, and use hands. Must be able to lift 20 pounds with occasional lifting of more than 35 pounds, assisted. Ability to manage stress appropriately, makes decisions under pressure, and manages anger, fear, hostility and violence of others appropriately. The position requires the ability to process information using computer methods and technology, at times for more than 90% of the work time. Must be able to move chairs, tables and event props as necessary. The casino work environment may expose you to second hand smoke on a regular basis.

**This description of duties, responsibilities and requirements is a summary, and is not intended to include all that may be assigned or required.**

I hereby acknowledge I have read and understand the above presented position description. I am in receipt of our employment guidebook and understand my obligation to read and understand its contents:

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| --- | --- |
| Employee Name (Please Print) |  |
| Employee Signature | Date |
| Manager | Date |