**Online Casino Program Manager**

Toronto: onsite

Our client is hiring a talented and experienced manager to join & overseeing all aspects of a casino's operations, including gaming activities, customer experience, and staff management.

This position involves strategic planning to drive revenue growth, ensuring regulatory compliance, and implementing innovative initiatives to enhance the overall casino experience.

* To start this is an individual contributor role but eventually you will be expected to hire and build a team that reports to you
* Additionally, you will be involved in developing marketing strategies, analyzing market trends, and establishing partnerships to attract and retain customers.

**Requirements:**

* **Extensive Industry Experience:**A solid background in the casino or gaming industry, with proven experience in progressively roles, is essential. This ensures a deep understanding of casino operations, regulations, and industry trends.
* **Leadership Skills**: Strong leadership abilities are crucial for effectively managing and motivating teams of staff members and managers across various departments within the company.
* **Strategic Vision:** The ability to develop and execute strategic plans to drive revenue growth, improve operational efficiency, and enhance the overall customer experience is vital for success in this role.
* **Financial Acumen:**Proficiency in financial management, budgeting, and cost control is important for overseeing the casino's financial performance and maximizing profitability.
* **Customer Focus:** A customer-centric mindset is essential for understanding and meeting the needs of casino patrons, ensuring high levels of customer satisfaction, and fostering loyalty.
* **Communication Skills**: Excellent communication and interpersonal skills are critical for building positive relationships with staff, customers, suppliers, and other authorities.
* **Problem-Solving Abilities:** The ability to identify issues, analyze complex situations, and implement effective solutions in a fast-paced and dynamic environment is crucial for addressing challenges and driving continuous improvement.
* **Adaptability and Resilience:** Flexibility and resilience are important qualities for navigating the ever-changing landscape of the gaming industry and effectively managing unexpected challenges or crises.

**Preferred, but not required:**

* **Regulatory Compliance Knowledge:** In-depth knowledge of gaming regulations and compliance requirements is necessary to ensure that the casino operates within legal boundaries and maintains a good standing with regulatory authorities.
* **Technological Aptitude:** Familiarity with casino management software, analytics tools, and emerging technologies in the gaming industry can help streamline operations and enhance the overall guest experience.
* **Previous Leadership in a Similar Role:** Previous experience in a senior leadership role within a casino or hospitality environment, such as a casino manager or operations director, can provide valuable insights and perspectives for success in the proposed position.
* **Networking and Industry Connections**: Strong networking skills and established relationships within the gaming industry can be advantageous for staying abreast of industry trends, accessing resources, and identifying potential partnership opportunities.
* **Innovation and Creativity**: The ability to think creatively and innovate in areas such as game offerings, entertainment options, and customer experience enhancements can set a casino apart from competitors and drive business success.

**Why To Join Us?**

* Exciting projects using cutting-edge technologies
* Collaborative and supportive work environment
* Competitive salary and benefits package
* Opportunities for career growth and advancement

**Benefits:**

* **Medical and Health Benefits.**We provide our employees with medical benefits, including dental, vision, prescription coverage, medical coverage, and health benefits.
* **Compensation.**We offer competitive salaries and annual bonuses based on individual performance and overachievement, as well as on the company's results. The company has an Employee Stock Option Plan (ESOP) for qualifying employees after one year in the company.
* **Career Development.**We promote leadership opportunities and continued learning by offering paid courses that will expand knowledge and expertise, mentorship, and the opportunity to attend profile networking events worldwide!
* **Unique Perks.**Some company initiatives we run, tailored to our culture of celebration, include holiday parties, an annual trip to the Caribbean, anniversary celebrations, weekly ‘Happy Friday’ lunches, and a world of other fun experiences!