

Downstream Authority of the Quapaw Tribe of Oklahoma Regular Meeting  
March 21, 2018

**Meeting Called to Order:** 10:00 am

|                   |                            |         |
|-------------------|----------------------------|---------|
| <b>ROLL CALL:</b> | John Berrey, Chairman      | Present |
|                   | Larry Ramsey, Secretary    | Present |
|                   | Ranny McWatters, Treasurer | Present |
|                   | Marilyn Rogers, Member     | Present |
|                   | Tamara Reeves, Member      | Present |

**DECLARATION OF QUORUM:** announced by Larry  
Jani

- Warehouse payroll update
  - New title – warehouse office coordinator (Amber)
  - \$.50-\$3.50 increases (see attached chart)
  - Total of \$25,168 annually
- Warehouse Org Chart
  - Manager – dual warehouse and Heckaton
  - New chart attached

Motion by DDA Secretary Larry Ramsey to approve org chart change as presented. Seconded by DDA member Marilyn Rogers. VOTE: JB: yes; RM: yes; LR: yes; MR: yes; TR: yes (5 yes, 0 no, 0 absent, 0 abstain)

- Dishwasher pay rates
  - Request to change entry rate to \$9.00/hr to compete with local competition
    - Okay per DDA
- Review of Housekeeping staff pay rates
  - Request to change new hire rate to \$9.30/hr
  - Request a \$1.00/hr raise for all positions below manager
  - Total annual increase - \$95,680
    - Okay per DDA
- Market Place Breakfast Hot Line
  - Open 26 days – average number buffet breakfast sold per day = 4 - recommend we discontinue the breakfast buffet since the grill offers eggs, sides and is fresher and cooked to order.
  - Okay per DDA
- Battle of the Chef's April 14 – 5:30 and 7:30 seating's – Red Oak
  - Chef Greg "Mouth of the South" vs. Chef Frankie "The Bull" – 10 seats per seating for DDA

- VIP Lounge – Days/Hours recommendations
  - Fri-Sat: 5pm – 2am
  - Sun & Thurs: 5pm – 10pm
  - Closed Mon-Wed
  - Would open for holidays and special events
  - Okay per DDA
- Summer Concert Series
  - June 9            Gary Alan – confirmed
  - July 1            ZZ Top – confirmed
  - July 28          Ron White – confirmed
  - August 18      Offer to Vince Gill – iffy
  - September 8   Offer to Rascal Flatts
- HR changes
  - Current – Employment & Compensation Lead – proposed – Employment & Compensation Manager (Madeline)
  - Current – Tribal Development Officer - proposed – Employee Relations Manager (Lena)
  - Current – Benefits Specialist - proposed - Benefits Manager (Trinity)
  - Current – Employee Relations Coordinator – proposed – HR Associate (Patty)
  - Move Wardrobe under H.R.

Motion by DDA Treasurer Ranny McWatters to approve org chart changes as presented.

Seconded by DDA member Tamara Reeves. VOTE: JB: yes; RM: yes; LR: yes; MR: yes; TR: yes (5 yes, 0 no, 0 absent, 0 abstain)

- Benefits Orientation – proposed changes
- Remove RWI & AFLAC staff from the benefits orientation
- Replace with DCR Benefits & HR employees, presentation, materials & forms
- Stop the all-inclusive premium design bulking medical, dental & vision in one premium
- Allow employees to choose medical, dental & vision putting more money in their pockets
- DCR Benefits will create and provide a benefits booklet for all new hires
- DCR Benefits will create open enrollment presentations, booklets and materials
- New Positions:
  - Downstream Learning Center - Janitor
    - Org chart and job description attached

Motion by DDA Member Marilyn Rogers to approve org chart changes as presented. Seconded by DDA member Tamara Reeves. VOTE: JB: yes; RM: yes; LR: yes; MR: yes; TR: yes (5 yes, 0 no, 0 absent, 0 abstain)

- I.T. – Senior I T Technician
  - Org chart and job description attached

Motion by DDA member Tamara Reeves to approve org chart changes as presented. Seconded by DDA Secretary Larry Ramsey. VOTE: JB: yes; RM: yes; LR: yes; MR: yes; TR: yes (5 yes, 0 no, 0 absent, 0 abstain)

- Purchasing – Replacing Purchasing Director with new position - Purchasing Manager (Dianna Setterfield)

Motion by DDA Secretary Larry Ramsey to approve org chart changes as presented. Seconded by DDA Treasurer Ranny McWatters. VOTE: JB: yes; RM: yes; LR: yes; MR: yes; TR: yes (5 yes, 0 no, 0 absent, 0 abstain)

- Other – CAPEX
  - Tile for Front lobby
    - 3 options presented
    - Choice made –
  - Demo existing high limit slot bathrooms to make new Slot Office
    - Slot office will move to the back of the high limit room what is currently bathrooms
    - Okay per DDA
- DCR 10 year anniversary
  - Photo in front of building with all 10 year team members
  - Tee Shirts
  - Cash Drawings for 10 year team members and additional drawings for ALL team members
  - Special Menu in Market Place on Anniversary – free day
  - Buttons for 10 year team members (or pins)
  - P R campaign – short interviews with 10 year team members and how working at DCR made a difference in their life
- Monetary Donations
  - Our House – Little Rock – YES
  - Arkansas Hunger Relief – YES
  - NWL – YES
  - Midwest Monster – YES
  - Annual Football Pledge Arkansas – YES
  - College Heights School, Spring Fling - \$276.75 (325 – 1/4 lb. patties) – YES
  - OU Foundation – YES
  - DCR Documentary – YES
  - Newtonia, Ritchey Mansion – NO
  - Joseph Fry, Drum Corps – NO
  - MSU Beartones – NO

Adjourn 12:35pm

## Warehouse

|          |        |                              |         |                 |
|----------|--------|------------------------------|---------|-----------------|
| Thomas   | Amber  | Warehouse Office Coordinator | \$10.50 | \$14.00 1/05/16 |
| Moore    | Brandy | Data Entry                   | \$9.50  | \$10.50 4/01/16 |
| Wyland   | Terry  | Lead Warehouse Attendant     | \$9.50  | \$11.00 3/29/16 |
| Harris   | Jon    | Warehouse Attendant          | \$12.20 | \$14.00 6/3/08  |
| Sprenkle | James  | Warehouse Attendant          | \$12.20 | \$14.00 6/3/08  |
| Badillo  | Jose   | Warehouse Attendant          | \$10.00 | \$10.50 6/12/15 |
| Goade    | Shelly | Warehouse Attendant          | \$9.00  | \$9.50 1/11/18  |
| Stevens  | James  | Warehouse Attendant          | \$9.00  | \$9.50 1/23/18  |

|                                  |                    |
|----------------------------------|--------------------|
| Current payroll before increases | \$193,232 annually |
| Payroll with increases           | \$281,400          |
| Difference                       | \$25,168           |

3/19/18



## Jani Cummings

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**From:** Madeline Carpino  
**Sent:** Friday, November 17, 2017 01:19 PM  
**To:** Jani Cummings  
**Cc:** Christopher Pryor  
**Subject:** Dishwashing Area Pay Rates November 2017

### Dishwasher Pay in Joplin MO/ Miami Area. Our Current is \$8-\$8.50.

Petro – \$9.00

Cheddars- \$10.00

Buffalo Run \$7.75

Rib Crib \$10.00

*\$9.00 entry =*

I think we need to do a small adjustment to keep our current people and help our current recruiting efforts.

Madeline

| Last Name                 | First Name | Position                  | Start Date             | Pay       | Adding \$1.00 More |
|---------------------------|------------|---------------------------|------------------------|-----------|--------------------|
| Hskp Guest Room Attendant |            |                           |                        |           |                    |
| Hildebrand                | Misty      | Housekeeping Mgr          | 5/6/2008 12:00:00 AM   | 56,784.00 | N/A                |
| Yerington                 | Debra      | Housekeeping Mgr          | 9/15/2008 12:00:00 AM  | 56,784.00 | N/A                |
| Hskp Shift Supervisor     |            |                           |                        |           |                    |
| Davis                     | Patricia   | Hskp Shift Supervisor     | 9/2/2008 12:00:00 AM   | 16.34     | 17.34              |
| Dyer                      | Lilimay    | Hskp Shift Supervisor     | 2/10/2009 12:00:00 AM  | 17.46     | 18.46              |
| Elton                     | Anastacia  | Hskp Shift Supervisor     | 2/3/2015 12:00:00 AM   | 13.05     | 14.05              |
| Garvin                    | Tammie     | Hskp Shift Supervisor     | 3/1/2016 12:00:00 AM   | 13.05     | 14.05              |
| Haviland                  | Janet      | Hskp Shift Supervisor     | 10/10/2008 12:00:00 AM | 16.40     | 17.4               |
| Marney                    | Rebecca    | Hskp Shift Supervisor     | 2/21/2012 12:00:00 AM  | 15.34     | 16.34              |
| Houseperson               |            |                           |                        |           |                    |
| Beezley                   | Melissa    | Houseperson               | 4/12/2011 12:00:00 AM  | 11.03     | 12.03              |
| Littleton                 | Jourdan    | Houseperson               | 5/2/2017 12:00:00 AM   | 9.45      | 10.45              |
| Young                     | Dallas     | Houseperson               | 11/28/2017 12:00:00 AM | 9.00      | 10                 |
| Hskp Equipment Technician |            |                           |                        |           |                    |
| Scott                     | Crystal    | Hskp Equipment Technician | 6/15/2016 12:00:00 AM  | 10.61     | 11.61              |
| Hskp Guest Room Attendant |            |                           |                        |           |                    |
| Albrecht                  | Dawn       | Hskp Guest Room Attendant | 8/22/2017 12:00:00 AM  | 8.47      | 9.47               |
| Bowman                    | Shana      | Hskp Guest Room Attendant | 8/10/2011 12:00:00 AM  | 10.40     | 11.4               |
| Brite                     | Shanna     | Hskp Guest Room Attendant | 3/6/2018 12:00:00 AM   | 9.30      | 10.3               |
| Busby                     | Donna      | Hskp Guest Room Attendant | 5/20/2014 12:00:00 AM  | 9.92      | 10.92              |
| Carrier                   | Amanda     | Hskp Guest Room Attendant | 7/1/2015 12:00:00 AM   | 8.93      | 9.93               |
| Chipen                    | Marisa     | Hskp Guest Room Attendant | 5/31/2017 12:00:00 AM  | 8.51      | 9.51               |
| Cline                     | Devin      | Hskp Guest Room Attendant | 10/27/2017 12:00:00 AM | 8.47      | 9.47               |
| DeMasters                 | Brittney   | Hskp Guest Room Attendant | 11/27/2012 12:00:00 AM | 10.89     | 11.89              |
| Dunbar                    | Cynthia    | Hskp Guest Room Attendant | 3/9/2016 12:00:00 AM   | 8.59      | 9.59               |
| Evansco                   | Kara       | Hskp Guest Room Attendant | 6/30/2017 12:00:00 AM  | 8.30      | 9.3                |
| Garcia                    | Petra      | Hskp Guest Room Attendant | 7/6/2011 12:00:00 AM   | 11.08     | 12.08              |
| Garcia                    | Kaitlyn    | Hskp Guest Room Attendant | 4/4/2017 12:00:00 AM   | 8.55      | 9.55               |
| Gilliland                 | Shawna     | Hskp Guest Room Attendant | 5/10/2016 12:00:00 AM  | 8.63      | 9.63               |
| Hamilton                  | Geraldine  | Hskp Guest Room Attendant | 10/10/2008 12:00:00 AM | 12.96     | 13.96              |
| Hatfield                  | Amber      | Hskp Guest Room Attendant | 10/8/2013 12:00:00 AM  | 10.37     | 11.37              |
| Kelly                     | Juanita    | Hskp Guest Room Attendant | 2/10/2009 12:00:00 AM  | 12.76     | 13.76              |
| Lamb                      | Donna      | Hskp Guest Room Attendant | 2/2/2016 12:00:00 AM   | 8.63      | 9.63               |
| Matthews                  | Megan      | Hskp Guest Room Attendant | 3/17/2015 12:00:00 AM  | 8.85      | 9.85               |
| McFarland                 | Sarah      | Hskp Guest Room Attendant | 8/22/2017 12:00:00 AM  | 8.30      | 9.3                |
| Meistad                   | Helen      | Hskp Guest Room Attendant | 2/21/2018 12:00:00 AM  | 8.30      | 9.3                |
| Noah Blalock              | Levida     | Hskp Guest Room Attendant | 4/14/2015 12:00:00 AM  | 8.98      | 9.98               |
| Norman                    | Erka       | Hskp Guest Room Attendant | 2/21/2018 12:00:00 AM  | 8.30      | 9.3                |



|             |           |                           |                        |       |       |
|-------------|-----------|---------------------------|------------------------|-------|-------|
| Pannell     | Saundra   | Hskp Guest Room Attendant | 10/27/2017 12:00:00 AM | 8.51  | 9.51  |
| Peters      | Reaka     | Hskp Guest Room Attendant | 10/26/2015 12:00:00 AM | 8.98  | 9.98  |
| Pratt       | Emily     | Hskp Guest Room Attendant | 11/28/2017 12:00:00 AM | 8.30  | 8.3   |
| Price       | Kristy    | Hskp Guest Room Attendant | 1/9/2018 12:00:00 AM   | 8.30  | 9.3   |
| Reynolds    | Renaee    | Hskp Guest Room Attendant | 3/15/2010 12:00:00 AM  | 11.45 | 12.45 |
| Roberts     | Hailey    | Hskp Guest Room Attendant | 7/5/2017 12:00:00 AM   | 8.55  | 8.55  |
| Sage        | Elizabeth | Hskp Guest Room Attendant | 5/2/2017 12:00:00 AM   | 8.47  | 9.47  |
| Sage        | Amber     | Hskp Guest Room Attendant | 1/5/2018 12:00:00 AM   | 8.30  | 9.3   |
| Schafer     | Audra     | Hskp Guest Room Attendant | 6/27/2017 12:00:00 AM  | 8.55  | 9.55  |
| Scofield    | Cathy     | Hskp Guest Room Attendant | 10/25/2011 12:00:00 AM | 11.47 | 12.47 |
| Selsor Bone | Robyn     | Hskp Guest Room Attendant | 3/6/2018 12:00:00 AM   | 9.30  | 10.3  |
| Solorio     | Rebecca   | Hskp Guest Room Attendant | 3/2/2018 12:00:00 AM   | 8.30  | 9.3   |
| Stiles      | Christina | Hskp Guest Room Attendant | 10/29/2013 12:00:00 AM | 10.17 | 11.17 |
| Tackett     | Alisha    | Hskp Guest Room Attendant | 3/29/2016 12:00:00 AM  | 8.63  | 9.63  |
| Wald        | Sandra    | Hskp Guest Room Attendant | 12/12/2017 12:00:00 AM | 8.30  | 9.3   |
| Wammack     | Kierstin  | Hskp Guest Room Attendant | 5/20/2014 12:00:00 AM  | 9.78  | 10.78 |

As of 3/7/18

|        |                              |
|--------|------------------------------|
| Totals | 95,680 Annual Total Increase |
|--------|------------------------------|



# ★ ★ BATTLE OF THE CHEF'S ★ ★

RED OAK STEAKHOUSE AT DOWNSTREAM CASINO RESORT

AWARD  
WINNING

CELEBRITY  
CHEF

CHEF GREG

*"Mouth of the South"*

VS

CHEF FRANKIE

*"The Bull"*

SATURDAY

APRIL

14

ONE  
NIGHT  
ONLY

LIVE AT

DOWNSTREAM  
CASINO RESORT

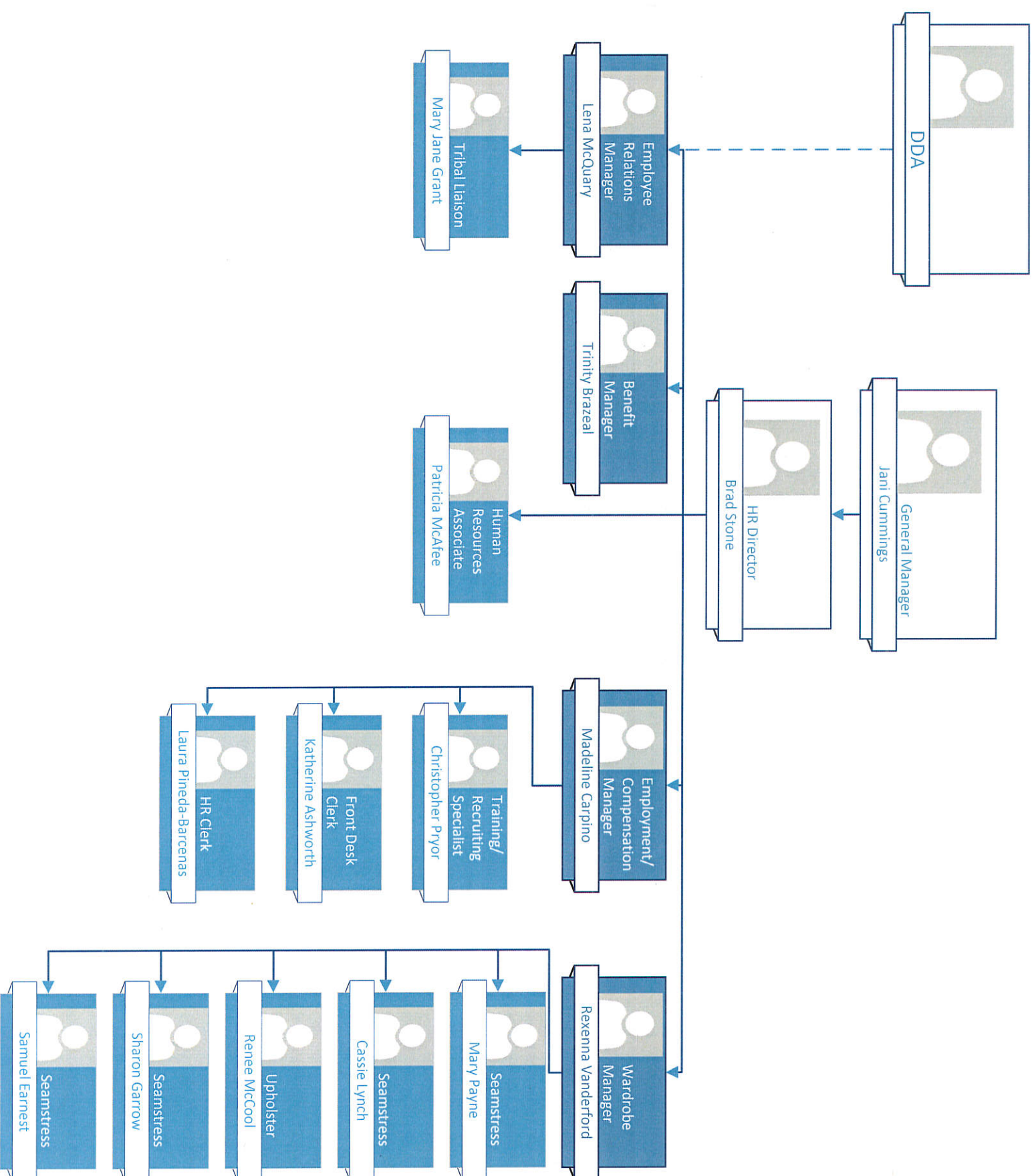
7PM



★ ★ LIMITED SEATS ARE AVAILABLE AT 918.919.6000 ★ ★



# Human Resources



## Downstream Casino Resort JOB DESCRIPTION

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|                             |   |
|-----------------------------|---|
| <b>POSITION:</b>            | <b>HR Employment &amp; Compensation Manager</b> |
| <b>DEPARTMENT:</b>          | Human Resources                                 |
| <b>REPORTS TO:</b>          | Human Resources Director                        |
| <b>GAMING LICENSE RANK:</b> | Key   |
| <b>PROJECTED EMPLOYEES:</b> | 1   |
| <b>JOB SALARY GRADE:</b>    | Exempt 2  |

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### **JOB SUMMARY:**

The HR Employment/Compensation Manager reports to the Human Resources Director and is responsible for the compensation planning, analysis and surveys, employment process, on-boarding and recruiting external and internal candidates. All duties are to be performed within the guidelines of the Downstream Casino Resort's policies and procedures, Internal Control Standards and objectives.

### **ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

- Work closely with all hiring managers to execute recruiting process
- Source, screen and engage passive and active candidates
- Utilize innovative sourcing techniques and strategies to find, connect and recruit top talent
- Cultivate a robust network of potential candidates through pro-active market research, events and on-going relationship management
- Responsible for oversight of recruitment efforts of all exempt and non-exempt team members including job fairs, advertisements and etc.
- Responsible for oversight of all compensation process, issues and market changes.
- Conducts annual pay and benefits analysis and collects surveys information.
- Determines starting pay for all employees.  
Maintains appropriate pay bands and job status, for every position.
- Must maintain up-to-date organizational charts, job descriptions and pay for all positions
- Must ensure that we are meeting all requirements as set forth by Quapaw Business Committee such as Native American Preference, I-9 and any other labor laws that we must follow.
- Acts as a consultant and support system to all operational departments in developing effective department recruitment plans.
- Coach managers and supervisors to improve their interpersonal skills in order to deal effectively with team members and hire the right team members
- Schedules and coordinates Casino Operations management support and assistance in the promotion and implementation of recruitment plans

- Analyzes the recruitment needs of the casino, develops and implements a recruitment plan within budget to meet the identified needs.
- Meets the attendance guidelines of the job and adheres to regulatory, departmental, and company policies.
- Assist in other duties and projects as assigned.
- Acts as a role model and always presents oneself as a credit to Downstream Casino Resort.

### **QUALIFICATIONS/REQUIREMENTS**

The requirements listed below are representative of the knowledge, skill, and/or ability required to perform this job successfully, an individual must be able to perform each of the essential duties and responsibilities satisfactorily.

- Must be a minimum of 18 years of age or older upon employment.
- Bachelor's degree required
- Minimum of seven years' experience in human resources with extensive recruiting experience and a solid track record of success in sourcing, engaging and placing candidates required
- An active and updated network to tap into and continue to build upon
- Proven ability to find the best and brightest talent and convince them to join the team
- Work with a sense of urgency with the goal to fill every open position with the best person, not just any person. Must be able to read, write, speak and understand English. Must be able to respond to visual and oral cues.
- Ability to write routine correspondence and to speak effectively to the public.
- Must have the ability to deal effectively and interact well with the guests and employees.
- Must have the ability to resolve problems/conflicts in a diplomatic and tactful manner.
- Must be able to foster mentoring relationships.
- Must demonstrate the following competencies:
  - Action Oriented
  - Customer Focused
  - Written Communication
  - Integrity and Trust
  - Business Acumen
  - Planning
  - Developing Direct Reports
  - Motivating Others

### **PHYSICAL, MENTAL AND WORK DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Must be physically mobile with reasonable accommodations and be able to maneuver to all areas of the casino
- Must be able to tolerate areas containing secondary smoke, high noise levels, bright lights and dust
- Adequate manual dexterity to operate office equipment.
- Light lifting of up to 20 lbs.
- Must be able to stand, walk, and move through all areas of the casino.

- Maintain physical stamina and proper mental attitude to work under pressure in a fast-paced, casino environment and effectively deal with guests, management, employees, and members of the business community in all situations.

*The Downstream Casino Resort Adheres to all applicable Resolutions of the Quapaw Tribe of Oklahoma. Native American Preference policy does apply*

*Revised 01/11/2016*



## Downstream Casino Resort Job Description

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|                             |   |
|-----------------------------|---|
| <b>POSITION:</b>            | <b>Employee Relations Manager</b>                     |
| <b>DEPARTMENT:</b>          | Human Resources                                       |
| <b>REPORTS TO:</b>          | HR Director- Dotted line to the DDA & General Manager |
| <b>GAMING LICENSE RANK:</b> | Non-Gaming  |

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### **JOB SUMMARY:**

Manage the recruitment and development of Tribal Members and other Native American Team Members. Manage, administer and implement tribal retention and succession program containing life skills and training curriculum for Tribal Team Members to possess the necessary skills to excel in their current position and to offer career growth towards obtaining upward mobility at Downstream Casino Resort. Coach and counsel other DCR team members as requested. Assist with Team Member events at DCR as well as all that have to do with other Tribal entities.

### **ESSENTIAL JOB FUNCTIONS:**

- Design and develop training materials and programs for all departments with emphasis on Quapaw Tribal culture and community.
- Manage and administer Tribal Recruitment, transfers and promotions up to Manager level.
- Manage the progressive coaching process of Tribal Members in conjunction with mentoring same.
- Administer and update information regarding Quapaw Longevity Program.
- Responsible for the design and implementation of the basic assessment process for Tribal members.
- Counsel and coach to assessment results as it pertains to individual goals and competencies.
- Individualize career development tracks for participants, with emphasis on Tribal development.
- Manage the development process of those Tribal Members who may have personal or professional struggles; direct them on where they can get help to be successful (classes, further training, EAP & etc.)
- Provide instruction and training on Tribal Culture as it relates to new hires and the learning center
- Assist participants in college course requirements and reimbursement (both for Tribal members as well as other qualifying Team members needing assistance.)
- Understand and have knowledge of Tribal Government programs that may be useful to Tribal Team Members.
- Create and maintain records on all participants
- Gather, coordinate and assist with administration of the Team Member of the Month & Leader of the Quarter Programs.
- Responsible for gathering all documents and back up documents for the Team Member Relief Fund.
- Counsel and coach in when a Team Member is experiencing issues. Assist with action plan, expectations and disciplinary action.
- Assist qualifying team members with Tuition Reimbursement Program.
- Adhere to regulatory, departmental, and company policies in an ethical manner.
- Outstanding example of and a credit to Downstream Casino Resort.
- Assist participants in college course requirements and reimbursement.
- Oversee and administer internal mentoring and internship programs.
- Understand &/or have knowledge of Tribal Government programs that may be useful to Tribal Team Members.
- Adhere to regulatory, departmental, and company policies in an ethical manner.
- Outstanding example of and a credit to Downstream Casino Resort.

### **QUALIFICATIONS/REQUIREMENTS**

The requirements listed below are representative of the knowledge, skill, and/or ability required. To perform this job successfully, an individual must be able to perform each of the essential duties and responsibilities satisfactorily.

- Tribal Human Resources Program Certification through NNAHRA preferred.
- Education or experience in professional coaching, counseling, and mediation between department supervisor/manager and team member, as needed.
- Experience in conducting /facilitating adult training courses preferred.
- Familiar with local and/or national academic/business networking.
- Experience in multicultural environments.

#### **PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Physically mobile with reasonable accommodations to stand for long periods of time.
- Must have bending mobility to reach, kneel, twist and grip items while working at assigned desk area.
- Respond to visual and auditory cues.
- Read, write, speak and understand English.
- Operate in mentally and physically stressful situations.
- Must be able to lift up to 50 pounds and carry up to 20 pounds.
- Must have manual dexterity and coordination to operate office equipment, including a 10 key adding machine, PC computers, fax machine and photo copier.

*The Downstream Casino Resort Adheres to all applicable Resolutions of the Quapaw Tribe of Oklahoma. Native American Preference policy does apply.*

## **Downstream Casino Resort JOB DESCRIPTION**

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|                             |                        |
|-----------------------------|------------------------|
| <b>POSITION:</b>            | <b>Benefit Manager</b> |
| <b>DEPARTMENT:</b>          | Human Resources        |
| <b>REPORTS TO:</b>          | HR Director            |
| <b>GAMING LICENSE RANK:</b> | <b>KEY</b>             |
| <b>JOB SALARY GRADE:</b>    |                        |

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### **JOB SUMMARY:**

The Benefit Manager assists the in the routine reporting of all Team Member information and ensures proper documentation, storage, retrieval, backup and reporting of team member records. Leads any system improvements to the benefits portal that that include open enrollment. Administers employee benefits programs such as medical, dental, vision, life, disability, retirement, QLB and leaves of absence, legal compliance as well as employee benefit programs. All functions will be performed within the guidelines of the Downstream Casino Resort policies and procedures.

### **ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

- Complete working knowledge of Downstream Casino Resort HR Information Systems (HRIS)
- Oversees annual benefits enrollment and the ongoing process from a plan design / plan management perspective. Oversees and administer all leave and QLB.
- Manage benefits process (401K, Health Insurance, Life Insurance), ensuring all employees are aware of benefit programs and update as changes occur.
- Administer, audit and oversee various employee benefit programs, including health, welfare & other benefits by communicating to employees, verifying eligibility, enrolling the employees in or removing of employees from participation, and interpreting and applying plan provisions.
- Oversee the audit billings for all benefit plans by preparing reports of eligibility and participation, applying the contract provisions of each benefit vendor, reconciling payroll & participant records.
- Federal Reporting including but not limited to (5000 & 1095'C , 1094)
- Assist with all benefit processes such as entering information into HRIS, creating files, processing benefit enrollments etc.
- Maintains and/or oversee monthly reports relating to Turnover, TM Full/Part-Time Status
- Assist with monthly benefit reconciliation
- Stay informed and up-to-date on legislative changes affecting employee benefits and actively execute processes and programs to stay compliant with mandatory filing.
- Audit all Team Member files to ensure that the files, HRIS & Payroll have accurate information
- Work with other departments such as Payroll, Finance, & Compliance during audit process.
- Assist with the Tribal Gaming Compliance, Wardrobe and Insurance Broker on notifying them of any new hires, terminations, transfers, etc

The Downstream Casino Resort reserves the right to make changes to the above job description whenever necessary.

- Generates routine reports and special requested reports as assigned
- Leads the Open Enrollment Process
- Learn, understand and apply all Tribal, Federal, and State Regulations applicable to Human Resources
- Provide back-up support for HR Clerk, Employee Relations, and Recruitment as needed (i.e. cover breaks, PTO & etc.)
- Adheres to regulatory, departmental, and company policies in an ethical manner
- Performs other miscellaneous duties/projects as assigned

### **QUALIFICATIONS/REQUIREMENTS**

The requirements listed below are representative of the knowledge, skill, and/or ability required. To perform this job successfully, an individual must be able to perform each of the essential duties and responsibilities satisfactorily.

- Must be a minimum of 18 years of age or older upon employment.
- Bachelor's Degree Required
- Previous benefit and/or accounting related experience preferred.
- Minimum one-year HRIS experience required.
- Must be proficient in MS Excel, Word, and Power-point. Testing will be required.
- Must possess excellent communication skills.
- Applicant must demonstrate ability to write a benefits change memorandum.
- Must have the ability to deal effectively and interact well with the customers and employees.
- Must have the ability to resolve problems/conflicts in a diplomatic and tactful manner.
- Must be able to read, write, speak and understand English. Must be able to respond to visual and oral cues.
- Work nights, weekends and holidays as required.
- Employment is contingent upon a favorable outcome of a background investigation and drug screening.
- Demonstrates proficiency in the following competencies:
  - Action Oriented
  - Organizing
  - Technical Skills
  - Functional Technical Skills
  - Planning
  - Customer Focus
  - Integrity and Trust
  - Listening

### **PHYSICAL, MENTAL AND WORK DEMANDS**

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- Must be physically mobile with reasonable accommodations and be able to maneuver to all areas of the casino.

The Downstream Casino Resort reserves the right to make changes to the above job description whenever necessary.

- Must be able to tolerate areas containing secondary smoke, high noise levels, bright lights and dust.
- Maintain physical stamina and proper mental attitude to work under pressure in a fast-paced, casino environment and effectively deal with customers, management, employees, and members of the business community in all situations.

*The Downstream Casino Resort Adheres to all applicable Resolutions of the Quapaw Tribe of Oklahoma. Native American Preference policy does apply.*

The Downstream Casino Resort reserves the right to make changes to the above job description whenever necessary.

6/22/09

## Downstream Casino Resort

### JOB DESCRIPTION

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|                             |                                  |
|-----------------------------|----------------------------------|
| <b>POSITION:</b>            | <b>Human Resources Associate</b> |
| <b>DEPARTMENT:</b>          | Human Resources                  |
| <b>REPORTS TO:</b>          | <b>HR Director</b>               |
| <b>GAMING LICENCE RANK:</b> | Key                              |
| <b>PROJECTED EMPLOYEES:</b> |                                  |
| <b>JOB SALARY GRADE:</b>    |                                  |

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#### **JOB SUMMARY:**

Human Resources Associate position requires an extremely perceptive person, who is capable of relating to individuals at all levels within the organization. All functions will be performed within the guidelines of the Downstream Casino Resort's policies and procedures, Internal Control Standards and objectives.

#### **ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES**

- Generate routine TGA report and special requested reports as assigned.
- Manage and track all employee disciplinary actions (file coaching forms).
- Responsible for maintaining all employee and applicant documentation as dictated by governing agencies.
- Maintain employee personnel files; to include but not limited to, status changes.
- Complete Unemployment paperwork, VOE, Garnishments, and other forms as needed.
- Conducts or oversees exit interviews with staff to determine if corrective action is needed; as well as retention of staff.
- Discusses exit interviews with Management; and/or offers recommendations.
- Monitor and close out terminated employee files.
- Communicates with Corporate and other properties, getting necessary information to those being affected.
- Maintain and record Employee Performance Evaluations.
- Responsible for distributing, monitoring, and ensuring Employee Performance Evaluations are completed in a timely manner (3 months, 6 months, 1 yr and thereafter).
- Provides exceptional customer service to all patrons and communicates in a pleasant, friendly, and professional manner at all times. Maintains a professional work environment with supervisors and staff.
- At all times acts as a role model and always presents oneself as a credit to Downstream Casino Resort

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- Meets the attendance guidelines of the job and adheres to regulatory, departmental and company policies and attends all necessary meetings.
- Assist in other projects and duties as requested.
- Duties, responsibilities, requirements and expectations pertaining to this job are subject to change as needed

### **QUALIFICATIONS/REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each of the essential duties and responsibilities satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Must be a minimum of 18 years of age or older upon employment.
- College degree preferred, but not necessary.
- Excellent interpersonal, organizational and computer skills required.
- Able to communicate and deal effectively with people on all levels.
- Clerical and administrative skills required.
- Previous experience in human resources, employment, or experience in the casino industry.
- Professional appearance and team player.
- Must be detail oriented and able to work with little to no supervision.
- Must be able to read, write, speak and understand English. Must be able to respond to visual and oral cues.
- Must have the ability to deal effectively and interact well with the customers and employees.
- Must have the ability to resolve problems/conflicts in a diplomatic and tactful manner.
- Must possess ability to instill a sense of pride and personal responsibility in subordinate employees.
- Ability to communicate effectively both written and orally.
- Ability to write routine correspondence and to speak effectively to the public, employees and customers.
- Must be able to be approved for and maintain a valid gaming license.

### **PHYSICAL, MENTAL AND WORK DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Must be physically mobile with reasonable accommodations and be able to maneuver to all areas of the casino.
- Must be able to tolerate areas containing secondary smoke, high noise levels, bright lights and dust.
- Able to lift and carry upwards of ten pounds.
- Able to bend, reach, kneel, twist, and grip items while working at assigned desk area
- Manual dexterity and coordination to operate office equipment, including 10-key adding machines, personal computers, fax machines, and photo copiers

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- Respond to visual and oral cues
- Operate in mentally and physically stressful situations
- Maintain physical stamina and proper mental attitude to work under pressure in a fast-paced, casino environment and effectively deal with customers, management, employees, and members of the business community in all situations.

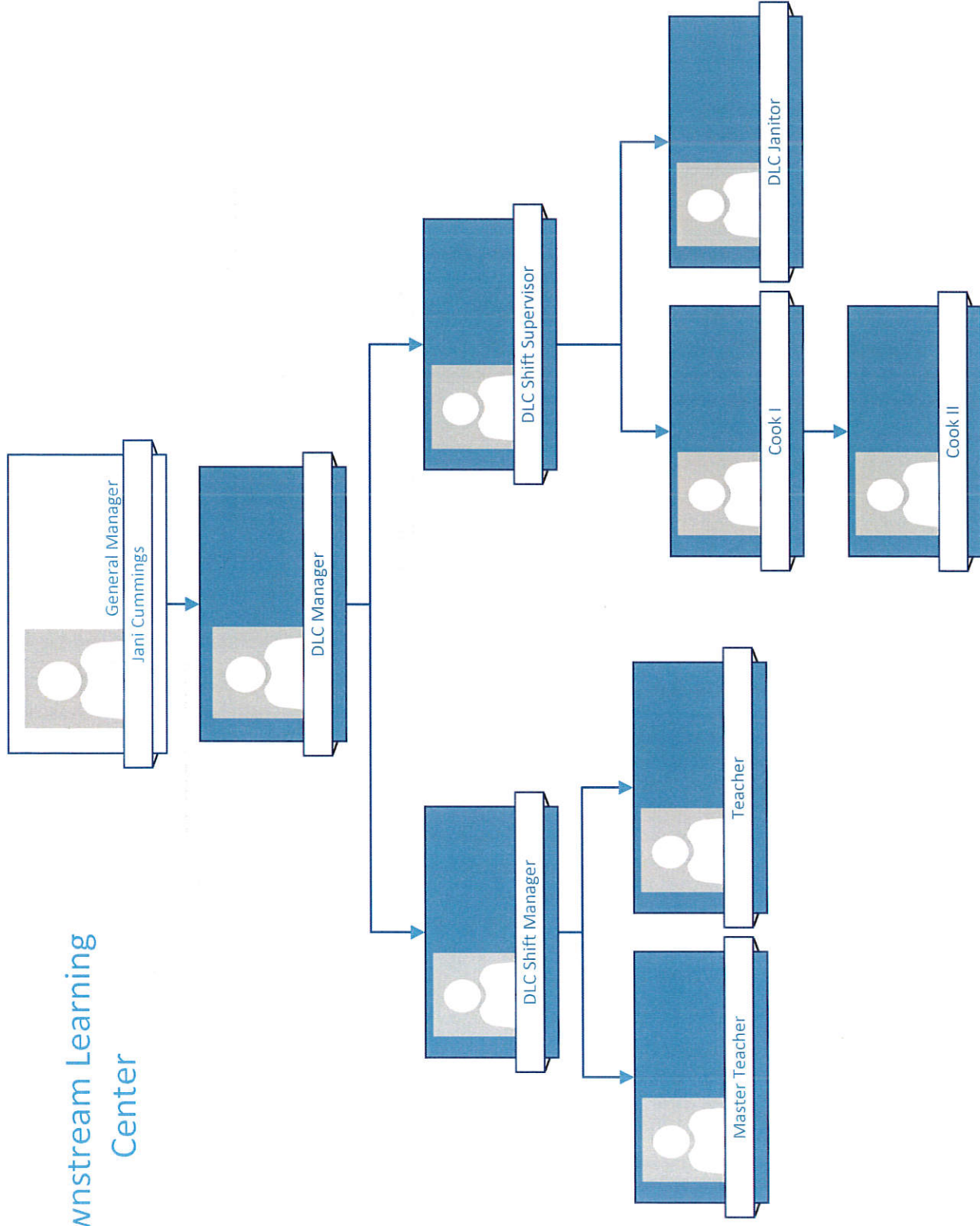
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# Downstream Learning Center



## **Downstream Casino Resort JOB DESCRIPTION**

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|                          |                    |
|--------------------------|--------------------|
| <b>POSITION:</b>         | <b>DLC Janitor</b> |
| <b>DEPARTMENT:</b>       | DLC                |
| <b>REPORTS TO:</b>       | DLC Shift Manager  |
| <b>JOB SALARY GRADE:</b> |                    |

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### **JOB SUMMARY:**

The DLC Janitor will be responsible for the cleanliness of all Downstream Learning Center areas including classrooms and back of house/kitchen areas according to State standards. All duties are to be performed within the guidelines of the Downstream Casino Resort's policies and procedures, Internal Control Standards and objectives.

### **ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

- Maintain the cleanliness of the in-house facilities.
- Clean, wash and disinfect all floors, sinks and commodes of bathrooms and conduct routine inspection of bathrooms to ensure consistent cleanliness.
- Clean, wash and disinfect all sinks and counter surfaces in classroom areas and in the Resources rooms.
- Clean, wash and disinfect all swings, cribs, bouncers and other equipment used for/with the children.
- Spray the mattress with Clorox anywhere spray and wipe down with a dry cloth.
- Remove all of the toys off the shelves.
- All of the toys that can be ran through the dishwasher need to be ran through, taken back to the classroom and left to dry overnight.
- The tubs that store the toys need to be ran through the dishwasher every night.
- Toys/books that are not able to be ran through the dishwasher need to be wiped downs with the Clorox anywhere spray.
- Once the toys/books have dried, they need to be sprayed with the renown spray and left to dry overnight
- Empty trash nightly, vacuum all carpets nightly and, etc., throughout Learning Center on a regular basis.
- Responsible for the attending to the cleaning and stocking needs of assigned areas of the DLC.
- Must vacuum office and resource rooms, wipe down desks, tables, file cabinets and windows weekly.
- Must wipe down hard counter surfaces in resource room, mop uncarpeted floor areas in resource center and entrance areas with appropriate cleaners nightly.
- Must work with various cleaning agents and be familiar with MSDS Guidelines.
- Provides exceptional customer service to all team members and communicates in a pleasant, friendly, and professional manner at all times. Maintains a professional work environment with supervisors and staff.

- Meets the attendance guidelines of the job and adheres to regulatory, departmental and company policies.
- Attend all necessary training meetings.
- Assist in other projects, as directed.
- Duties, responsibilities, requirements and expectations pertaining to this job are subject to change as needed. Hours are determined by 24-hour schedule but deep cleaning cannot be done while the children are in the classrooms. All deep cleaning must be done outside of the attended classroom hours.
- Outstanding example of and a credit to Downstream Casino Resort

### **QUALIFICATIONS/REQUIREMENTS**

The requirements listed below are representative of the knowledge, skill, and/or ability required. To perform this job successfully, an individual must be able to perform each of the essential duties and responsibilities satisfactorily.

- Must be a minimum of 18 years of age or older upon employment.
- High school diploma or its equivalency preferred.
- Previous cleaning service experience preferred.
- Must be familiar with proper use of all cleaning equipment and chemicals.
- Must possess good communication skills.
- Must present a well-groomed, professional appearance.
- Must be able to read, write, speak and understand English. Must be able to respond to visual and aural cues.
- Must be able to be approved for and maintain a valid gaming license.
- Work nights, weekends and holidays as required.
- Employment is contingent upon a favorable outcome of a background investigation and drug screening.

### **PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS**

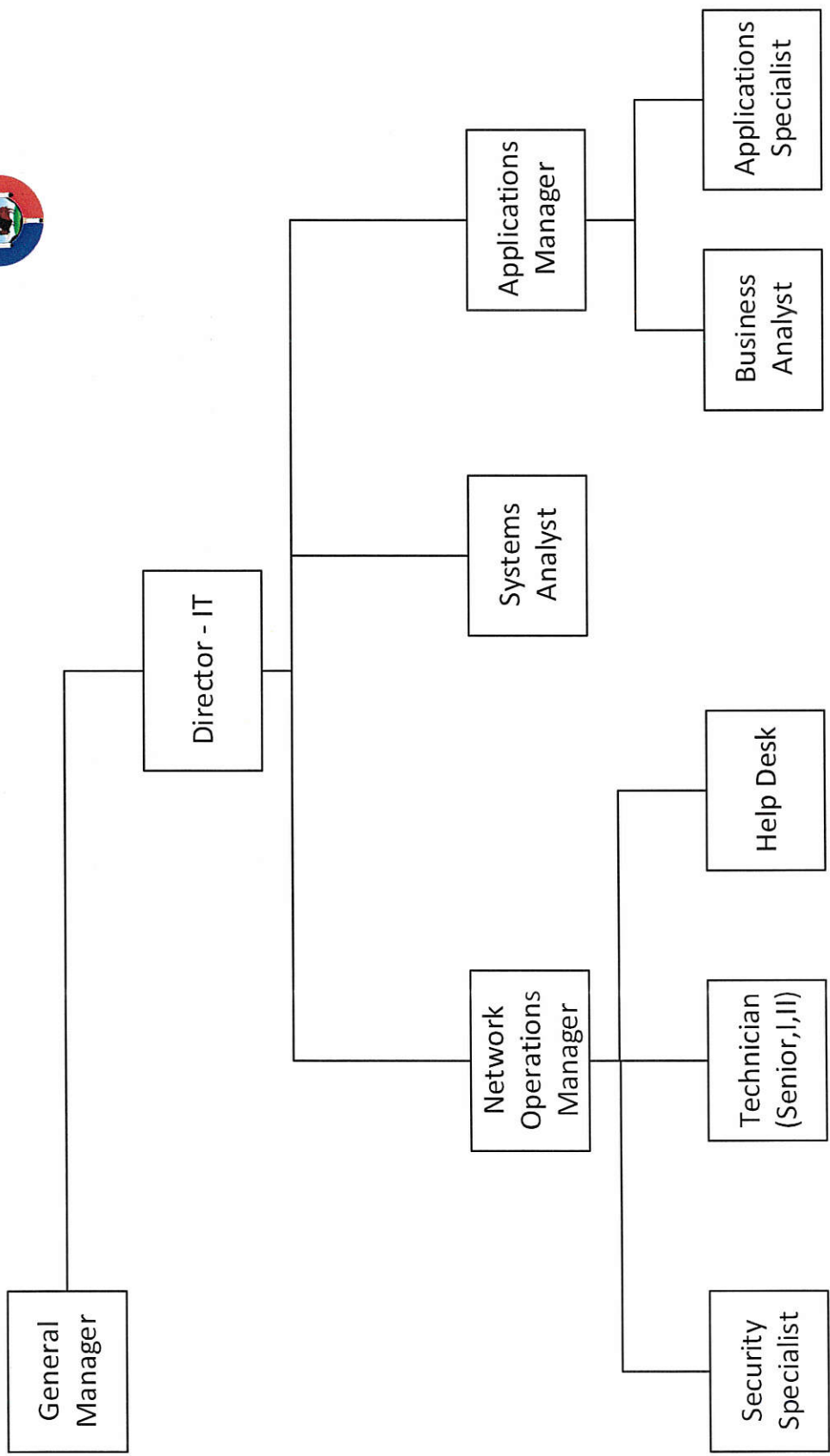
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Must be physically mobile with reasonable accommodations and be able to maneuver to all areas of the casino.
- Must be able to maneuver to all areas of the Learning Center.
- The employee is also required to climb or balance; stoop, kneel, crouch or crawl.
- While performing the duties of this job, the employee is frequently exposed to fumes or airborne particles.
- Employee may work with cleaning chemicals, and should be able to properly dilute, use and insure their safety, as well as other who come in contact with chemicals.

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# IT Department Organizational Chart



## **Downstream Casino Resort JOB DESCRIPTION**

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|                                   |   |
|-----------------------------------|---|
| <b>POSITION:</b>                  | Senior IT Technician                      |
| <b>DEPARTMENT:</b>                | Information Technology                    |
| <b>REPORTS TO:</b>                | Network Operations Manager, Director - IT |
| <b>GAMING LICENSE RANK:</b>       | Gaming                                    |
| <b>PROJECTED EMPLOYEES (FTE):</b> | 1   |
| <b>JOB SALARY GRADE:</b>          | 7   |

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### **JOB SUMMARY:**

Under direction of the Network Operations Manager; Supervise and assist IT Technicians and Help Desk Personnel with IT Support related duties and projects. All duties are to be performed within the guidelines of the Downstream Casino policies and procedures, Internal Control Standards and objectives.

### **ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

- Supervise and mentor IT Technicians and Help Desk Personnel.
- Monitor IT Technicians and Help Desk Personnel for quality of work and call response.
- Lead projects and support tasks related to Desktop, Networking, and other IT Functions.
- Oversee and assist with Help Desk requests regarding issues related to the user environment.
- Provide exceptional customer service to all patrons and communicates in a pleasant, friendly, and professional manner at all times. Maintains a professional work environment with supervisors and staff.
- Meet attendance guidelines and adhere to regulatory, departmental, and company policies.
- Attend all necessary training meetings.
- Assist in other projects, as directed.
- Duties, responsibilities, requirements and expectations pertaining to this job are subject to change as needed. Hours are determined by 24-hour schedule. Assist in other duties and projects as assigned.
- Outstanding example of and a credit to Downstream Casino Resort.

### **QUALIFICATIONS/REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each of the essential duties and responsibilities. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Must be a minimum of 18 years of age or older upon employment.
- Associate Degree or above in IT discipline preferred but not required.
- 2-4 year(s) work related experience supporting Windows Networking environments.
- Experience in the following: Microsoft Windows, Computer Hardware, Software, Printers, etc.
- Experience supporting various industry standard Desktop Products.
- Experience troubleshooting user issues in a Microsoft networking environment.
- Previous customer service experience preferred.
- Previous VOIP experience a plus.
- IT Industry Certifications a plus, such as; A+, Network+, Security+, CCNA, MCP, MCSE, etc.

- Must possess excellent communication skills.
- Able to write routine correspondence and to speak effectively to the public, employees and customers.
- Must have the ability to deal effectively and interact well with the customers and employees.
- Must have the ability to resolve issues/conflicts in a diplomatic and tactful manner.

### **PHYSICAL, MENTAL AND WORK DEMANDS**

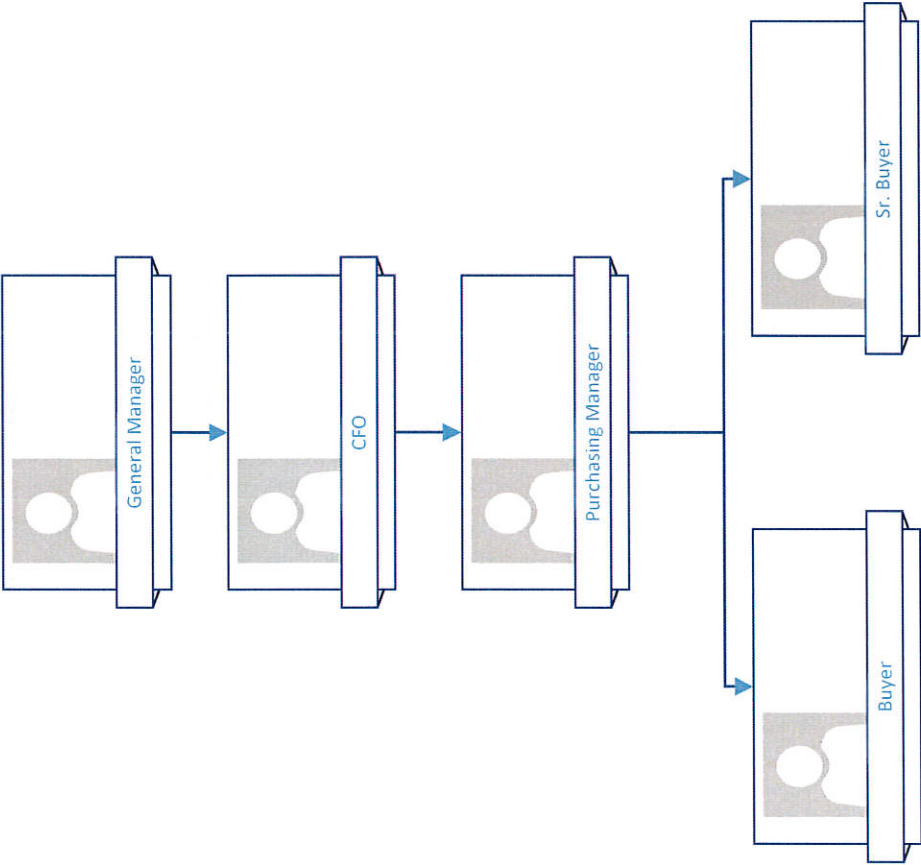
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Must be physically mobile with reasonable accommodations and be able to maneuver to all areas of the casino

- Must be physically mobile with reasonable accommodations and be able to maneuver to all areas of the casino
- Must be able to stand, walk, and move through all areas of the casino.
- Ability to lift a minimum of 40 pounds.
- Maintain physical stamina and proper mental attitude to work under pressure in a fast-paced, casino environment and effectively deal with customers, management, employees, and members of the business community in all situations.
- Must be able to be approved for and maintain a valid gaming license.
- Must be able to read, write, speak and understand English. Must be able to respond to visual and oral cues.
- Work nights, weekends and holidays as required.
- Employment is contingent upon a favorable outcome of a background investigation and drug screening.

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Purchasing





## **Downstream Casino Resort JOB DESCRIPTION**

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|                                   |                           |
|-----------------------------------|---------------------------|
| <b>POSITION:</b>                  | <b>Purchasing Manager</b> |
| <b>DEPARTMENT:</b>                | Finance                   |
| <b>REPORTS TO:</b>                | CFO                       |
| <b>GAMING LICENSE RANK:</b>       | Key                       |
| <b>PROJECTED EMPLOYEES (FTE):</b> | 1                         |

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### **JOB SUMMARY:**

The Purchasing Manager leads and directs the purchasing functions required to serve the needs of the Downstream Casino Resort. Business Activities include Gaming, Food & Beverage, Retail, Entertainment, and Hotel & Resort, facilities. All duties are to be performed within the guidelines of the Downstream Casino Resort's policies and procedures, Internal Control Standards and objectives.

### **The Manager of Purchasing is responsible for the following objectives:**

- Implements sourcing strategies that support Company goals and objectives and provide competitive advantage in the areas of products, materials, supplies and services.
- Establishes and implements short-and long-term Purchasing Department goals, objectives, policies, and operating procedures; monitors and evaluates departmental operational effectiveness; and drives continuous improvement in all aspects of the procurement process.
- Ensures compliance with Company, Compact and other policies and requirements associated with purchasing and contracting for the needs of the Downstream Casino Resort and its subsidiaries.
- Partners with Senior Management, Directors, Managers and others, as necessary, to plan and execute the procurement needs of each Division and Department of the Company.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES** include the following. Other duties may be assigned:

- Managing Purchasing personnel (buyers), including workflow management, setting goals and objectives, hiring qualified personnel, training, developing and motivating staff, conducting staff meetings, and administering performance appraisals to facilitate and monitor employee development.
- Purchasing assistance and guidance to operating departments, including assigning purchasing liaisons to departments, identifying sourcing options and alternatives, educating operating departments as to purchasing process and purchasing policies, and providing Budget assistance to operating departments.
- Managing purchasing information system requirements, including maintenance of existing purchasing systems (MMS), identifying systems needs and requirements,

implementing continuous improvement in systems and associated operating procedures and process, and ensuring system compliance with Company and Regulatory requirements.

- Establishing and implementing Purchasing policies and procedures, including documentation and maintenance of policies and procedures, documentation of purchasing decisions and educating departments and the Company, regarding purchasing policies and procedures, and company bidding process.
- Directing Vendor Licensing process in accordance with Company, Compact, and other requirements, including coordinating process with the Compliance Department and Accounts Payable, reviewing and approving vendor certifications, and monitoring reporting requirements as provided for under Compact and other regulatory rules.
- Coordinating Contract Routing process and related reporting. This includes ensuring any changes to existing contracts, renewal of contracts, or entering into any new contracts, are first reviewed by in-house legal before any revisions or contractual obligations are entered into.
- Establishing and implementing Purchasing Reports which measure Purchasing Department performance, measure vendor performance, identify expiring contracts and Blanket Purchase Orders and identify sourcing opportunities, e.g., consolidating vendors, bulk purchasing, etc.
- Formulating and executing sourcing and procurement strategies which make efficient use of Company resources, identify market trends, identify short and long-term sourcing options, and identify short and long-term partnering opportunities with vendors.
- Provides exceptional customer service to all external and internal customers and patrons and communicates in a pleasant, friendly, and professional manner at all times. Maintains a professional work environment with supervisors and staff.
- Meets the attendance guidelines of the job and adheres to regulatory, departmental and company policies.
- Attend all necessary training meetings.
- Assist in other projects, as directed.

#### **QUALIFICATIONS/REQUIREMENTS:**

- To perform this job successfully, an individual must be able to perform each of the essential duties and responsibilities satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.
- **Education/Experience:**
- Must be a minimum of 18 years of age or older upon employment.
- Bachelor's degree in Business preferred.
- Minimum of 5 years of Gaming Purchasing Management experience required, preferably with a Native American gaming organization.
- Familiarity and experience with MMS software required.
- Experience in a construction procurement environment preferred.

- Successful candidate must be an experienced, results oriented, and hands-on professional.
- Must be able to evaluate statistical reports and other business reports.
- Must possess an understanding of procurement strategies and issues.
- Must demonstrate leadership, fairness, and sensibility to the customers and employees.
- Must possess ability to instill a sense of pride and personal responsibility in subordinate employees.

- **Special Qualifications:**

- Computer literate in software used in the purchasing and contracts process as well as Microsoft Excel and Word.
- Computer Experience with MMS preferred.
- Comprehensive knowledge of pertinent Federal, Tribal, State and local laws, code and regulations, including public contract code.
- Considerable knowledge of principles and practices of budget preparation and administration.
- Considerable knowledge of bidding, property control and casino management practices.
- Considerable knowledge of sources of supply, market and price trends, and varieties, qualities and uses of goods and services required by a casino.
- Considerable knowledge of accounting and cost systems and analysis techniques.

- **Language Skills and Reasoning Ability:**

- Excellent written and oral language skills.
- Strong interpersonal skills and ability to deal effectively and interact well with all levels of personnel
- Ability to resolve problems/conflicts in a diplomatic and tactful manner.

- **Physical Requirements and 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 job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate. When on the casino floor, the noise levels increase to loud. Must be able to work in an environment where smoking is permitted.
- Must be able to stand, walk and move through all areas of the property.
- Must be able to work nights, weekends and holidays.
- Maintain physical stamina and proper mental attitude to work under pressure in a fast-paced, noisy casino environment and effectively deal with guests, management and employees in all situations.

- **Other:**

- Must be able to be approved for and maintain a valid Key license.
- Must be able to read, write, speak and understand English. Must be able to respond to visual and aural cues.
- Work nights, weekends and holidays as required.
- Employment is contingent upon a favorable outcome of a background investigation and drug screening.

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