

Downstream Authority of the Quapaw Tribe of Oklahoma Regular Meeting
July 13, 2016

Meeting Called to Order: 2:00 pm

ROLL CALL:	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 Ramsey
Jani/Kent

Band Perry Security

- Due to previous threat band has heightened security
- Dogs on property – Shunke at Meet and Greet
- Marshals/Cherokee County with band at all times
- Security on Stage
- No bags at meet and greet
- Photo ID and metal wand at meet and greet

IT Org Chart

- Reinstate position – IT Business Analyst
 - Consensus of the DDA

K9 Officer

- Dual report to K9 trainer and security
- Job description and org chart attached

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

Motion Carries

Financial Review

- EBITDA Sensitivity Analysis
 - Up year over year
 - 750K ahead for 3rd quarter
 - Increased head counts
 - Slot hold up
 - Occupancy up

Back to school back pack distribution

- Second week of August

Pokemon Go

- Company phones – google gets complete access to email account
- IT to review

Nonsmoking gaming room

- Convert nonsmoking room to
 - a) enlarge Legends
 - B) change games mix and return to smoking area ** (wpupd was \$180
- Per new Oasis Agreement, we will commit to maintaining 629 ATI/VGT games. Out of that number, we only need to add 112 games of their product and those will replace poor performers but we will be hard pressed to maintain 2,000 games if we lose that non-smoking room (if we decide to keep it and change it back to smoke or don't. (By changing the product mix we could increase wpudu to \$200+)
- However – there is another option which needs to be explored – Pit THREE is only open approximately 4-5 times a year. On July 4th – they had 4 tables open – There are NINE (9) tables in that pit and rarely are any of them open during the week or even on weekends except for major holidays. I would like to propose making that a short pit and leave four tables there

XXX

XXX

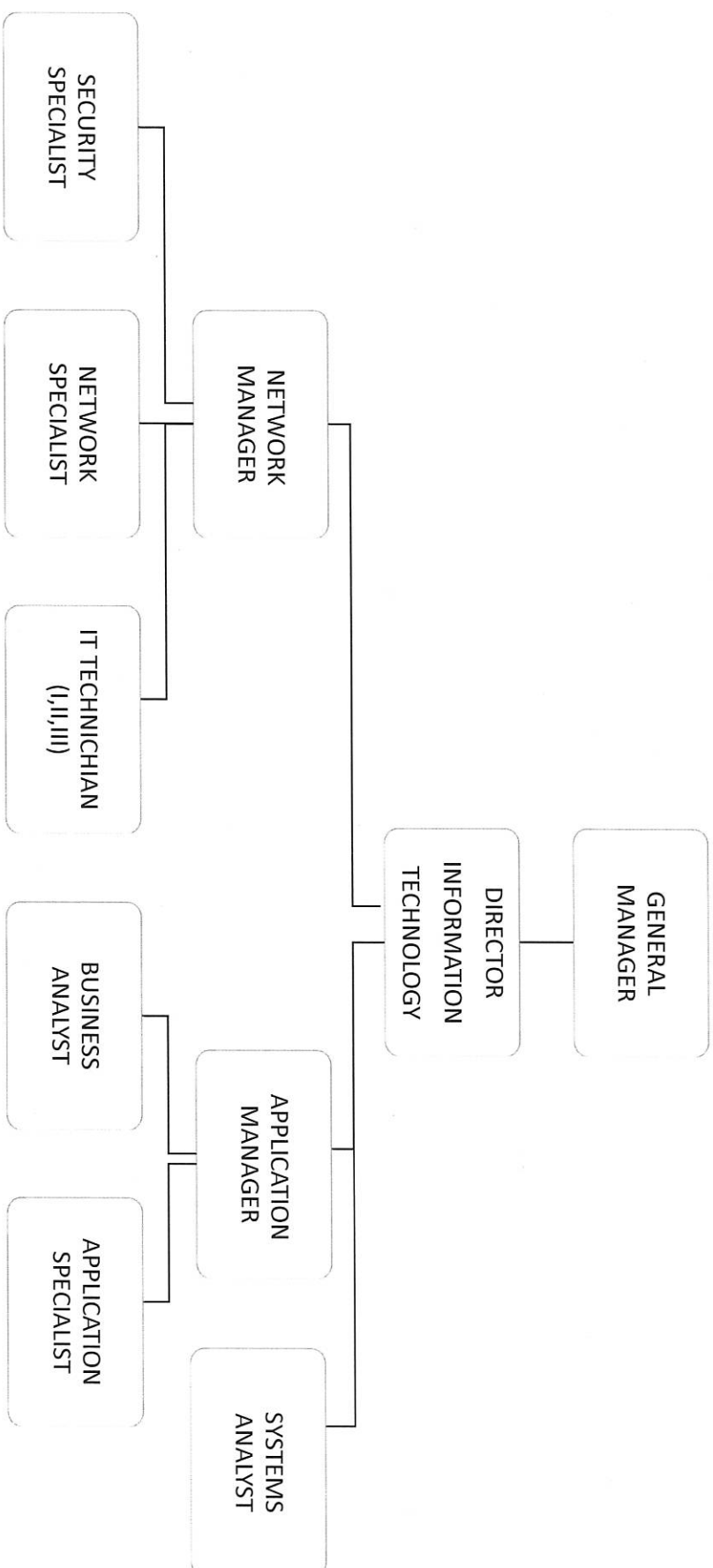
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XXX

- That would free up half of that floor space which is prime real estate and we could make money on it every day – which it currently doesn't do.
- Should be able to increase wpupd overall utilizing the portion of Pit 3 I am suggesting.
- Might need to add some electrical to accommodate new banks of machines??
- DDA would like to walk the space first and further discuss the options.

Adjourn: 2:48 pm

I.T.



*Dependent on experience & education

Downstream Casino Resort JOB DESCRIPTION

POSITION:	Business Systems Analyst
DEPARTMENT:	Information Technology
REPORTS TO:	Applications Manager, Director, VP of IT
GAMING LICENSE RANK:	Gaming
PROJECTED EMPLOYEES (FTE):	1
JOB SALARY GRADE:	

JOB SUMMARY:

Provides application / system support to end-users and acts as liaison between end-users, developers, technicians, and vendors. As directed, reviews, analyzes and/or evaluates business systems and end-user needs relative to all Downstream Casino Resort's applications. Coordinates end-user training as directed, either conducting the training directly or in coordination with outside vendors. Works closely with and maintains a good working relationship with IT staff, end-users, and vendors. Researches enhancements and upgrades as directed. Assists with the testing and implementation of upgrades and enhancements. Relies on instructions and pre-established guidelines to perform the functions of the job. Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. 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

- Provides timely answers to end-users on their questions relating to business application software and systems. This may include contacting the vendor for specific information, researching the application, and testing the application to see the results of a transaction.
- Reports problems to vendors as necessary to ensure the application(s) or system is functioning properly. This will include research prior to reporting the problem to determine if the application or system is functioning incorrectly or if the issue can be resolved procedurally.
- Maintains an audit trail of all reported problems in a database documenting items such as the description of the incident, the date reported and by whom, the actions taken to resolve the issue, and the resolution.
- Coordinates training with vendors when necessary. At times, this position will be responsible for conducting employee training, including developing the training requirements and the program to be presented. End-users should be trained on the applications to the point that they are able to perform their jobs efficiently and effectively.

- Researches enhancements to application(s) or system as directed, identifying benefits and concerns that could affect the company's current processes and procedures.
- Verifies that all equipment needed for the application or system is in good working order and functioning properly.
- Assists with the testing and implementation of software applications and upgrades as required.
- Provides exceptional customer service to all patrons, vendors, and employees. 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.
- Attends all necessary training meetings.
- Assists with 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.

QUALIFICATIONS/REQUIREMENTS

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 24 years of age or older upon employment.
- High school diploma or equivalent required.
- Equivalent to the completion of two years of college coursework in computer science, management information systems, business administration, or a closely related field. Bachelor Degree Preferred.
- Experience in a Help Desk or similar Technology Support environment is preferred.
- Previous customer service experience preferred.
- Experience with Financial, Payroll, or HR systems desired; Infinium, Kronos preferred.
- Experience with Inventory and Purchasing systems desired; Agilysys MMS preferred.
- Experience with Hotel Systems or Gaming Systems desired; Agilysys LMS and Aristocrat OASIS 360 desirable.
- Experience with report writer software desired.
- Must be able to demonstrate proficiency in Microsoft Windows and Microsoft Office.
- Experience with IBM iSeries (AS/400) environment, commands, and utilities preferred.
- Must possess excellent communication skills.
- Must have the ability to write routine correspondence and to speak effectively to the public, employees, customers, and vendors.
- Must have the ability to deal effectively and interact well with the customers, vendors and employees.
- Must be resourceful, utilizing all resources that are available to resolve issues.
- Must have the ability to resolve problems/conflicts in a diplomatic and tactful manner.
- Must demonstrate good judgment.
- Must be a team player with strong interpersonal skills.

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 able to stand, walk, and move through all areas of the casino.
- Must be able to 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 verbal cues.
- Must be willing to work nights, weekends and holidays as required.
- Employment is contingent upon a favorable outcome of a background investigation and drug screening.

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

DEPARTMENT:	Security K-9 Officer
REPORTS TO:	Security Shift Supervisor/K-9 Dept
GAMING LICENSE RANK:	Key
PROJECTED EMPLOYEES (FTE):	Multiple
SALARY GRADE:	

JOB SUMMARY:

The Security K-9 Officer is responsible for properly executing security duties on an assigned shift, to adequately protect the life and property of customers, employees and Downstream Casino Resort property while maintaining exceptional customer service. All functions are to be performed within the guidelines of the Downstream Casino Resorts policies and procedures, Internal Control Standards and objectives.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Patrols Downstream property with K-9 Security dog, screens visitors and performs other activities relating to the safety and security of staff, team-members and visitors. Some activities can involve elements of danger or risk of injury. Protects Casino property against fire, theft, vandalism, or other illegal or unauthorized activities.
- Shall ensure the safety of customers and employees while on the premises of the Downstream Casino Resort.
- Ability to apply common sense understanding to carry out instruction furnished in written, oral, or diagram form. Ability to deal with problems in a professional manner.
- Works closely with the investigators position to provide training as a Field Training Officer for newly hired personnel within the security department.
- Generates FTO documentation on new hires assigned to them ensuring proper growth and development within the position.
- Assists shift supervisor in implementation of daily scheduling, logs, and other activities.
- Generate daily/weekly reports as assigned by Supervisor or Site Liaison.
- Assist patrons and employees and respond to critical situations (Medical emergencies, irate patrons, etc).
- Continual observation and patrolling, as directed, of the casino premises, corridors, bar area, office area and parking lot of the Downstream Casino Resort.
- Shall be able to successfully complete CPR/First Aid Training Course; and any other training required by management.
- Shall report to the Security Supervisor any violations, acts, or situations which are detrimental to the best interest of the Downstream Casino Resort.

- Shall assist in any internal or external investigations conducted by the Downstream Casino Resort, TGA or authorized local authorities.
- Shall maintain the strictest of confidentiality with respect to the internal functions of the Security Department as well as any other information deemed to be confidential.
- 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.
- Meets attendance guidelines of the job and adheres to regulatory, departmental and company policies.
- Attend all necessary training meetings and 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.

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 21 years of age or older upon employment.
- In order to be classified in this position, team- member must successfully complete an approved K-9 training program, fully understand and comply with the K-9 Security Program Policy
- High school diploma or its equivalent require
- Must successfully complete a physical agility test, to include but not limited to: obstacle course, timed run, and strength test.
- Must have good observation skills.
- Must have good writing and spelling skills.
- Must have good computer skills.
- Prior customer service experience preferred.
- Prior security or law enforcement experience preferred.
- Must be able to work in an intense and construction environment.
- Applicants must be able to substantiate a safe driving record within the parameters acceptable to our liability insurance carrier.
- Ability to communicate effectively and have the ability to write routine correspondence and to speak effectively to the public, employees and customers.
- Must have the ability to resolve problems/conflicts in a diplomatic and tactful manner.
- 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.
- Employment is contingent upon a favorable outcome of a background investigation and drug screening

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 have the physical ability to work with extreme weather as well as the ability to lift 80 lbs, to squat, stand or bend repeatedly.
- Must be able to tolerate areas containing secondary smoke, high noise levels, bright lights and dust.
- Must be able to maneuver to all areas of the casino.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Maintain physical stamina and proper mental attitude to work under pressure in a construction environment and effectively deal with management and employees in all situations.
- Works nights, weekends and holidays as required.

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