

Operations Accountant



GREAT PEOPLE

- | | |
|---|---|
| PROVIDE
REMARKABLE
SERVICE | EARN
TRUST
& LOYALTY |
| • WHAT WE DO, WE DO WELL | • OWN IT, TAKE ACTION, FIND THE FIX |
| • COMMITMENT IS EVERYTHING | • DO THE RIGHT THING |
| • PAY ATTENTION TO DETAIL | • SHOW RESPECT AND CONSIDERATION |
| • LISTEN & CONTINUE TO LEARN | • WE ARE RESPONSIVE |
| WORK AS
ONE TEAM | IMPROVE
OUR
COMMUNITIES |
| • EVERYONE'S JOB MATTERS | • PAY IT FORWARD |
| • WORK SMART, WORK EFFICIENTLY | • GET INVOLVED |
| • CELEBRATE ACHIEVEMENT | • MAKE A DIFFERENCE |
| • SUPPORT AND HELP EACH OTHER | |



our values

At Niagara Casinos, our values guide everything that we do. We work together as one team to provide remarkable service, earn trust and loyalty by doing the right thing and improve our communities by making a difference.

Overview of the Job

What's involved in an Operations Accountant's job?

Operations accountants are primarily responsible for auditing the paperwork that comes across their desk for correct completion and accuracy. You will check for correct form completion, proper authorization and required signatures. You will audit all types of forms that are completed from the various departments within the company. At times you may be required to call the various departments to clarify or obtain information therefore clear, concise communication skills will be important. At other times you will work on the gaming floor collecting paperwork from the various departments where you will be required to carry and/or lift 20-30 lbs. of paper in a bag or box. You will be responsible for conducting readings of the progressive jackpot slot machines which requires you to walk on the gaming floor and record the amounts of the progressive jackpots into a hand held device. Although, the word "accountant" is in the job title, this is not a position in the accounting field; it is an auditing position.

Operations accountants do not have daily meetings prior to shift start times to keep informed of upcoming events, announcements or changes. They meet quarterly or as required with their management team and daily communication is done via email or in smaller audit specific departmental meetings. It is important to have a strong sense of accountability to keep yourself up to date on the latest information you need to perform your job. You are expected to read emails, access the company intranet, review the bulletin boards for any pertinent information and ask your supervisor if you have any questions or require clarification. This position requires the successful candidate to obtain a gaming license from the AGCO. For further details please visit their website at www.agco.on.ca.

At times you will perform some of your duties on the gaming floor where you will interact directly with our guests; you will be expected to promote casino amenities, such as our restaurants, entertainment and hotel when you are on the gaming floor. As such you are expected to be friendly, outgoing and approachable to our guests.



The Financial Operations Department

The financial operations department is a large division in Niagara Casinos which includes, Corporate Planning and Analysis, Purchasing, Operations Accounting, Corporate Accounting and Cage and Coin. The organizational structure of the Financial Operations Department includes a Chief Financial Officer, a Director of Accounting/Controller, a Director of Purchasing, a Director of Cage and Coin, a Corporate Planning and Analysis Manager, a Payroll Manager, a Sr. Corporate Accounting Manager, an Accounting Manager, and Operations Accounting Supervisors. The Financial Operations Department has approximately 450 associates in total, who work at both Casinos and our off site location at Montrose Road in various sub departments.

The Operations Accounting Team

Reporting to the Director of Accounting/Controller, this large sub department includes Operations Accounting Supervisors, a Department Administrative Assistant, Audit Specialists, and Operations. The Audit Specialists provide task level Supervision to the Operations Accountants. Operations Accountants report to the Operations Accounting Supervisors. There are approximately 40 Associates in this sub department.

The ability to work on your own is essential in this position. According to our Operations Accountants the amount of Supervision you can expect is ...

"Moderate, your work is continually audited and reviewed by others."

The Audit Specialists will conduct reviews to ensure that you are completing your job in conjunction with our policies and standard operating procedures and to ensure help is available if you require assistance.

Locations and Shift Length

Where are some of the locations I will work? What is the length of my shifts?

Operations accountants work at the Casino Niagara location, where they have free on-site parking and access to an Associate Dining Room.

Niagara Casinos operate 24 hours a day, year-round and operations accountants' coverage is provided during business hours, seven days a week including holidays. Operations Accountants work weekends and holidays and have set days off. You will be scheduled for eight hour shifts that include 2-30 minute breaks or 1-60 minute break. Shift start times are flexible and some shifts start as early as 7am.

It is important to remember that Public holidays such as Thanksgiving, Christmas and New Year's Day are occasions when people typically spend time with their families, however, our business operates on these days and you will be required to work. The requirement to work holidays and weekends will happen for many years. These are facts that you should consider prior to applying for the position.

Training

What type of training will I receive as a new Operations Accountant?

All new associates serve a 90-day probationary period beginning with your first day of work. The following types of training are provided to orient you to the company and your position.

- **New Hire Orientation:** A comprehensive day of guided training that familiarizes you with Niagara Casinos' policies and procedures, health and safety, regulatory compliance and customer service expectations.
- **Department Orientation:** This training covers specific information regarding your department's policies, procedures, standards, job expectations and includes a property tour.
- **Job Shadowing:** This on-the-job training ensures that you are able to fulfill the requirements of the role. You will work alongside another operations accountant and "job shadow" him/her in the role. This type of training provides you with a complete picture of your department's daily activities..
- **Final Assessment:** Your performance will be assessed. If you are unsuccessful, a member of the supervisory team will identify your specific areas for improvement. You will be provided with assistance to help you achieve the expected performance levels and behaviours. If you successfully pass the assessment you will be assigned scheduled shifts. It is important to ask for help if required during your training period and ask questions if you require clarification.

Quotes From Our Operations Accountant

The following quotes are intended to provide you with insight and information regarding the job, the working environment and the positive and negative aspects of the role. We believe in providing clear and transparent information about our jobs to help candidates understand what the role entails. It is essential that you have a full understanding of the role prior to deciding whether to apply.

What Can I Expect on a Daily Basis?

"Enter information into software programs; must have accurate data entry skills"

"Inventory control and issuing exception reports"

"Knowledge of all other departments' policies and able to follow ICM, AGCO, P&P, SOP's and Casino practises"

"Verify numbers slots, cage, tables, and non-gaming revenue"

"Pay attention to details and problem solve"

"Ensure other departments are following their policies and procedures"

"Sort and audit all of the paperwork"

"Sit at a computer all day 8 hours a day"

The APPEALING Aspects of the Job

"Flexible start times between 8 and 10 am"

"You don't bring your work home with you and there are no midnight shifts"

"Dealing with multiple departments"

"Opportunities to learn new tasks if you are a floater"

The UNAPPEALING Aspects of the Job

"Not able to take the last three days of the month off"

"Working weekends and holidays"

"Sitting for long periods of time"

Do You have what it takes to be a Great Operations Accountant?

Do I...

- Provide remarkable service?
- Earn trust and loyalty?
- Work as one team?
- Improve our community?

Can I...

- Work in an open office environment with many distractions?
- Willingly accept feedback from others who audit my work?
- Learn new software programs quickly?
- Work in a fast paced environment?
- Perform repetitious duties every day?
- Lift 30 lbs. frequently throughout a shift?
- Work in close physical proximity to others?

Will I...

- Be able to sit for 8 hours per day?
- Look for ways to improve efficiencies, be creative, and think outside the box for solutions?
- Work within strict AGCO regulations?
- Be open to learning new things or new ideas?
- Be able to deal with patrons on the gaming floor during the course of work?

Am I...

- Outgoing with a pleasant personality and willing to approach customers?
- Focused, accurate, organized and able to multi task?
- A positive person who can handle pressure and a hectic, demanding pace?
- Self-motivated, willing to learn on my own?
- Able to communicate with other departments (surveillance, slots etc.)?

