ONEIDA TRIBE OF INDIANS OF WISCONSIN

Human Resources Department

JOB DESCRIPTION

APPLY IN PERSON AT:
Human Resource Department
909 Packerland Drive
Green Bay, WI 54303

OR MAIL TO:
Human Resource Department
P.O. Box 365
Oneida, WI 54155-0365

Phone: (920) 496-7900
Fax: (920) 496-7490
Job Line: 1-800-236-7050

APPLY ONLINE AT:
http://oneida-nsn.gov

POSITION TITLE:	Cage Cashier
POSITION NUMBER:	00081
DEPARTMENT:	Accounting
LOCATION:	Various
DIVISION:	Gaming
RESPONSIBLE TO:	Cage/Vault Supervisor
SALARY:	NE06 $10.02/Hr plus tips
	(Employees will receive 5% below the posted pay rate during their probationary status)
CLASSIFICATION:	Non-Exempt
POSTING DATE:	February 12, 2016
CLOSING DATE:	Ongoing Recruitment
Proposed Start Date:	Applicants will be placed on a pool and will be notified as positions become available.

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

The Oneida Tribe of Indians of Wisconsin does not discriminate on the basis of race, color, national origin, sex, religion, age or disability status in employment or the provision of services. However, individuals of Indian ancestry and Veterans will be given preference by law in initial employment or re-employment.

POSITION SUMMARY

Provide even exchanges for currency, coin, chip, TITO, coupon and check cashing for Oneida Casino internal and external customers. Process the enrollments for Check Service. Welcome all guests and assist in explanation of benefits for membership programs. Obtain proper identification from customers for required reporting purposes. Continuation of this position is contingent upon funding allocations.

DUTIES AND RESPONSIBILITIES:

1. Provide excellent customer service for all internal and external customers of the Cage/Vault Department at all times and in all activities. Establish and maintain effective working relationships with all internal and external customers of Oneida Casino. Develop solutions for customer concerns and continually focus on customer service as our top priority.
2. Develop, maintain, and facilitate effective relationships, communication processes and activities with all Gaming Services personnel and all other internal and external customers.
3. Ensure established procedures, and processes are utilized at all times, to ensure maximum understanding and coordination are in place. Attend department meetings to ensure effective communication take place.
4. Inform supervisor of recommendations/ideas for improving all areas of this position to include ideas on improving customer service systems or activities.
5. Ensure compliance with all regulatory requirements in all areas at all times. Adhere to established quality, service delivery, customer service, and customer demand expectations. Adhere to all audit, and legal regulations/laws and practices.
6. Distribute and collect Level I and Level II keys recording user information on manual key logs when the Key Watcher System is down.
7. Receive proceeds and tips; record on register count slips and release to Vault personnel.

DUTIES AND RESPONSIBILITIES: (Cont.)

8. Cash in internal/external customers' odd coins and bills using a jet sorter or jet scan.
9. Count down station for switch over using coin, coin wrappers, and currency counters, put coin away, verify money received from the vault, and reconcile all transaction paperwork for audit controls.
10. Collect information from winners of large pay outs for the completion of the W2-G form.
11. Maintain and safeguard Cage Window and/or Main Bank accountability by calculating all paperwork totals using a ten key calculator and attach tape totals to paperwork.
12. Exchange or redeem customer chips, poker sales, Ticket In Ticket Out (TITO), traveler's checks, coupons, gift certificates, following specific cash and chip handling procedures.
13. Comply with all Title 31 Rules and Regulations. Fill out all necessary tracking and reporting forms such as: DACL, CTRC Federal Form 103, and SARC Federal Form 102.
14. Verify even exchange from other windows and receipt transactions from various gaming cashiers when appointed in the lead cashier position.
15. Assist Cage/Vault Supervisors and co-workers with Cage/Vault tasks and assignments to include training and lead duties.
16. Operate computer utilizing the gaming software i.e. CMP/SDS System for Blackjack and Poker Cashier Window, Ticket Biscuit Client Service, and the Employee Players Inventory Cash (EPIC) System.
17. Issue manual unclaimed jackpot slips, short pays,TITO/kiosk packets and allot jackpot slips to Slot Personnel.
18. Inspect all US Currency; ensure the bills are not counterfeit.
19. Welcome all new check cashing customers and inform them of the Gold, Silver and Bronze processing fee amounts.
20. Accept and inspect all new member applications for check cashing; verify accuracy of all information by using applicant's photo identification, process information and provide card to new members. Issue the check service contact information to declined applicants.
21. Process paper checks, electronic checks, credit card cash advance transactions, customer fee charges and discounts using check cashing software.
22. Maintain a clean work area and keep necessary supplies stocked.
23. Perform computer data entry daily.
24. Provide and maintain current knowledge of Casino and local events to guests.
25. Answer quests questions, address complaints, make suggestions and forward information to the appropriate personnel.
26. Review communication tool (SharePoint) daily for schedules, updates, announcements, and Standard Operating Procedures.
27. Answer phone calls from internal/external customers utilizing proper phone etiquette.
28. Comply with the Oneida Gaming Minimum Internal Control Regulations.
29. Contribute to a team effort and accomplish related results.
30. Adhere to all Tribal Personnel Policies and Procedures, Department Standard Operating Procedures and Gaming Strategic Plans and Policies.
31. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
32. The above duties and responsibilities are not an all-inclusive list but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the supervisor.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

1. Frequently sit, stand, walk, use hands to finger, handle, feel, reach with hands and arms, talk, and hear.
2. Occasionally stoop, kneel, crouch, crawl, lift and/or move up to twenty-five (25) pounds.
3. Work is generally performed in a Casino setting with exposure to second-hand smoke and a high noise level. Work environment is **NOT** smoke, noise or dust free.
4. Evening, holiday and/or weekend work may be required. Extended hours and irregular shifts may be required.
5. A Tuberculosis (TB) Screening and/or TB Skin Test is required within thirty (30) days of employment and annually thereafter.

STANDARD QUALIFICATIONS:

1. Knowledge of gaming division, its governing structure, documents and relationships to the Oneida Tribe.
2. Knowledge of records management and basic accounting procedures.
3. Knowledge of modern office practices, procedures, and equipment.

STANDARD QUALIFICATIONS: (Cont.)

4. Knowledge of business English, proper spelling, grammar, punctuation, and basic arithmetic.
5. Knowledge of principles and practices of public relations and customer service.
6. Knowledge of cash handling.
7. Skill in cashier's cage operations and of applicable laws on cage operations.
8. Skill in problem solving and sound decision-making.
9. Skill in operating business computers and office machines, including in a Windows environment.
10. Ability to become familiar with all cage functions.
11. Ability to multi-task cage cashier job responsibilities.
12. Ability to handle counting money accurately to customer on a continuous fast paced environment.
13. Ability to calculate and subtract money transactions without a calculator.
14. Ability to communicate, read, and write clearly and concisely in basic English and apply basic mathematical skills.
15. Ability to demonstrate outstanding customer service at all times.
16. Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
17. Ability to represent the organization in a professional manner, building respect and confidence.
18. Ability to interpret a variety of instructions verbally and in writing.
19. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
20. Must be willing and able to obtain additional education and training.
21. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
22. Must pass a background security check with the Oneida Tribe in order to meet the Employment Eligibility Requirements, Tribal/State Compact and/or Oneida Tribe Gaming Ordinance as they pertain to the position. A temporary license or Gaming License issued by the Oneida Gaming Commission is required as a condition of employment and continuing employment within the Oneida Tribe's Gaming Division.

PREFERRED QUALIFICATIONS:

Applicants please clearly state on the application/resume if you meet these qualifications.

1. Experience with 10 key calculator.

MINIMUM QUALIFICATIONS:

Applicants please clearly state how you meet these qualifications on the application/resume.

1. Must be eighteen (18) years of age or older.
2. High School Diploma, HSED Diploma, or GED Certification is required within one (1) year of employment. **(Must be enrolled in GED Program prior to the end of probationary period and provide documentation to the HRD Office for employee personnel file.)** Applicants age fifty (50) and older are exempt from this requirement.
3. One (1) year cash handling experience.
4. Six (6) months customer service experience.
5. Good math skills. **(Must pass a math test which will be administered by the Human Resource Department.)**

ITEMS TO BE SUBMITTED:

1. **Must provide a copy of Diploma, License, Degree or Certification upon employment.**