

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: Server (Pool)
POSITION NUMBER: 01830/06034
DEPARTMENT: Food & Beverage
LOCATION: Various
DIVISION: Gaming
RESPONSIBLE TO: Food & Beverage Supervisor
SALARY: NE03 \$10.02/Hr Plus Tips
(Employees will receive 5% below the posted pay rate during their probationary status.)
CLASSIFICATION: Non-Exempt
POSTING DATE: October 6, 2014
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

Under direct supervision of the Food & Beverage Supervisor will serve food and beverages to Oneida Casino customers at designated locations. The incumbent will greet customers, answer customer questions, provide directions, obtain change for customers at machines, and transfer lost and found items to the appropriate areas. Maintain confidentiality of all privileged information. 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 Food and Beverage operations at all times and in all activities. Establish and maintain effective working relationships with all internal and external customers of Oneida Casino. Provide solutions for customer concerns and continually focus on customer service as our top priority.
2. Develop, maintain, and facilitate effective relationships, communications processes and activities with all Gaming personnel and all other internal and external customers. 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 communications take place.
3. Inform supervisor of recommendations/ideas for improving all areas of this position to include ideas on improving customer service systems or activities.
4. Adhere to established quality, service delivery, customer service, and customer demand expectations.
5. Place and input orders into the register/bar and create a check for customers. Pick up complete orders.
6. Receive cash from customers, make change, verify and record charges in order to balance all money.
7. Verify, balance, and reconcile daily deposits and paperwork. Deposit cash drops and secure bank.

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DUTIES AND RESPONSIBILITIES: (Cont.)

8. Receive deliveries and assist with stocking merchandise.
9. Serve customers beverages, change, and cigarettes as requested.
10. Keep abreast and assist with special events; provide information to customers on all promotions.
11. Keep beverage carts and work area in a clean, sanitary, and orderly fashion, i.e. refill machines as needed, refill carts or trays of needed beverages.
12. Maintain supplies for designated shift and replenish for the following shift.
13. Provide beverages for meetings as requested.
14. Greet customers and direct them to their meeting destination in a friendly, courteous manner.
15. Take orders; recite selection of all food/beverages as requested.
16. Replenish food/beverages as requested; frequently check with customer to inquire about satisfaction.
17. Adhere to all State, Federal and Corporate liquor regulations pertaining to serving alcoholic beverages to minors and intoxicated customers to ensure all laws are being followed.
18. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
19. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
20. 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. Continuously Push and Pull carts weighing over seventy (70) pounds through a crowded room throughout a shift.
2. Frequently transport trays weighing up to twenty (20) pounds through a crowded room throughout a shift.
3. Frequently stand and walk for extended periods of time.
4. Frequently use hands and arms to grasp, reach, lift and/or move up to thirty (30) pounds and lift up to fifty (50) pounds.
5. Occasionally sit, stoop, kneel, crouch or crawl.
6. Occasionally lift items overhead weighing up to twenty-five (25) pounds.
7. Demonstrated ability to effectively communicate with guest (talk and hear).
8. Evening, shift work, holiday and/or weekend work may be required. Extended hours and irregular shifts at various locations may be required.
9. Work environment is **NOT** smoke, noise, or dust free.
10. 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 operations.
2. Knowledge of beverage preparation and service of various alcoholic beverages.
3. Knowledge of Food & Beverage operations.
4. Knowledge of dining and food maintenance operations and customer service.
5. Knowledge of all menu items including entrees, side dishes, beverages, non-alcoholic, alcoholic, wine and deserts.
6. Ability to be dependable, self-motivated and able to work independently with minimal supervision.
7. Ability to clearly read, write, and communicate in basic English.
8. Ability to operate beverage equipment and service customers in a professional appearance and manner.
9. Ability to follow instructions and work in a stressful and busy environment.
10. May be required to attend the responsible beverage server class and obtain a Bartenders license based on work location.
11. May be required to serve alcohol beverages and bartend.
12. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
13. Must be willing and able to obtain additional education and training.
14. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
15. 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.

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PREFERRED QUALIFICATIONS:

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

1. Food & beverage experience.

MINIMUM QUALIFICATIONS:

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

1. Must be 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 50 and older are exempt from this requirement.
3. Must be able to obtain a Food Handlers Permit.

ITEMS TO BE SUBMITTED:

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