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

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

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

POSITION TITLE: Retail Associate **(Pool)**
POSITION NUMBER: Varies
DEPARTMENT: Operations
LOCATION: Various
DIVISION: Enterprise
RESPONSIBLE TO: Location Manager/Assistant Location Manager
SALARY: NE03 $10.10/Hr (NEGOTIABLE DEPENDING ON EDUCATION & EXPERIENCE)
(Employees will receive 5% below the negotiated pay rate during their probationary status.)
CLASSIFICATION: Non-Exempt
POSTING DATE: March 30, 2016
CLOSING DATE: Ongoing Recruitment
Proposed Start Date: Applicants will be placed in 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

Deliver exemplary service and support the retail team in achieving the overall mission of Retail Enterprise. Continuation of this position is contingent upon funding allocations.

DUTIES AND RESPONSIBILITIES:

1. Provide exemplary comprehensive customer service.
2. Operate store management systems.
3. Assist with receiving products and safeguard assets.
4. Assist with ensuring safety, proper maintenance, and cleanliness of the location, facility and equipment.
5. Adhere to all Tribal Personnel policies and procedures, tribal operating procedures, and enterprise/business strategic plans and policies.
6. Maintain strict department security and confidentiality, of all privileged information and quality to meet professional standards of the department.
7. 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.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

1. Continuously stand, walk, and bend/stoop; uses hand for repetitive movement, simple grasping; reach above shoulder level; and uses sight, hearing and speech.
2. Frequently squat, lift or move up to thirty (30) pounds.
3. Occasionally sit, kneel, push/pull, climb or balance, and lift and/or move up to fifty (50) pounds.
4. Employee may be exposed to outdoor temperatures and work outdoors while wearing protective clothing.
5. Work is generally performed indoors in a retail setting where employees have frequent contact with the public; exposed to second hand smoke; moderate noise level and toxic substances such as gasoline and diesel fuel.
6. Must be able to work evenings, weekends and holidays, extended hours and flexible work schedules.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT: (Cont.)

7. Must have professional appearance and good personal hygiene.
8. A Tuberculosis (TB) Screening and/or TB Skin Test is required within thirty days of employment and annually thereafter.

STANDARD QUALIFICATIONS:

1. Knowledge of basic math.
2. Customer service oriented disposition, excellent customer relation skills and ability to treat customers with tact, courtesy, objectivity and respect to individuals of varying social and cultural backgrounds.
3. Ability to work with, reconcile and account for various forms of tender.
4. Ability to read, follow and carry out instructions provided in verbal or written format.
5. Ability to operate manual, electronic and computerized equipment used in daily Retail operations: Equipment includes but not limited to Store Management Systems (personal computer based point of sale system, gift card equipment, electronic check cashing, hand held devices, money order equipment); fuel equipment; beverage dispensers; humidors; food service equipment and standard office equipment (i.e. copier, fax, telephone, calculator, two-way radio, and printer.)
6. Ability to successfully cope with challenging conditions and situations.
7. Ability to be dependable, conscientious and possess initiative.
8. Must be able to work evenings, weekends and holidays, extended hours and flexible work schedules.
9. Must obtain and maintain required certifications and licenses.
10. Must adhere to strict confidentiality. **(Must sign a confidentiality statement prior to employment.)**
11. Must be willing and able to obtain additional education and training.
12. Must pass other pre-employment tests and assessments as determined.
13. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
14. 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. Previous customer service experience.
2. Previous retail or service industry experience.
3. Previous experience with money/cash handling.
4. Convenience store work related experience or retail cashier/associate experience.
5. Knowledge, skills, and experience operating personal computer.
6. Knowledge and ability to communicate in Spanish.

MINIMUM QUALIFICATIONS:

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

1. **Must be an enrolled member of the Oneida Tribe of Indians of Wisconsin.**
2. Must be eighteen years or older prior to employment.
3. High School Diploma, HSED Diploma, or GED Certification is required within one (1) year of employment. Applicants age fifty (50) and older are exempt from this requirement.
4. Must pass a math test administered by the Human Resources Department.

ITEMS TO BE SUBMITTED:

1. **Must provide a copy of diploma, license, degree or certification upon employment.**