

# 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:** Bingo Worker (**Pool**)  
**POSITION NUMBER:** 00072  
**DEPARTMENT:** Bingo  
**LOCATION:** 2100 Airport Dr Green Bay WI  
**DIVISION:** Gaming  
**RESPONSIBLE TO:** Bingo Supervisor  
**SALARY:** NE03 \$10.02/Hr plus tips  
**(Employees will receive 5% below the negotiated pay rate during their probationary status.)**  
**CLASSIFICATION:** Non-Exempt  
**POSTING DATE:** August 13, 2013  
**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 excellent guest services and will work as part of a team to ensure that the guests have a pleasant experience; sell bingo games on the floor and ensure cleanliness of Bingo area. 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 Bingo operations at all times and in all activities. Establish and maintain effective working relationships with all internal and external customers of Oneida Casino
2. Provide solutions for customer concerns and continually focus on customer service as our top priority. Inform supervisor of recommendations/ideas for improving all areas of this position to include ideas on improving customer service systems or activities.
3. Develop, maintain, and facilitate effective relationships, communications processes and activities with all Gaming personnel and all other internal and external customers.
4. 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.
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. Provide excellent customer service to ensure a pleasant experience for the guests of the Oneida Casino by being courteous and practicing positive guest services which includes, but not limited to, emptying ashtrays and garbage bags, answering guests questions in regards to Bingo games, sessions, and other casino events.
7. Sell various bingo games on the floor and call bingo(s) back to the Bingo Caller in a clear understandable voice.
8. Count and sign for supplies issued, before and after selling period, to ensure the correct amounts are received.
9. Verify price payouts and pay Bingo winners.
10. Count the number of guests in assigned areas.
11. Verify guest's receipts to ensure purchase of entry pack for that specific session and date.
12. Keep work area clean and clear from personal belongings such as coats, bags, magazines, books, purses, etc.
13. Contribute to a team effort and accomplish related results as required.

## **JOB DESCRIPTION**

### **BINGO WORKER**

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#### **DUTIES AND RESPONSIBILITIES: (Cont.)**

14. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
15. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
16. 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 walk, sit, stand, 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. Must be able to work evening, holiday and/or weekend extended hours and irregular shifts.
4. Work environment is **NOT** smoke, noise, or dust free.
5. A Tuberculosis (TB) Screening and/or TB Skin Test is required within thirty (30) days of employment and annually thereafter as required.

#### **STANDARD QUALIFICATIONS:**

1. Knowledge of Bingo games.
2. Knowledge of modern office practices, procedures, and equipment.
3. Knowledge of business English, proper spelling, grammar, punctuation, and basic arithmetic.
4. Knowledge of principles and practices of public relations and customer service.
5. Skill in ensuring cleanliness of the bingo floor.
6. Skill in accurately recording numbers and payouts.
7. Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
8. Ability to represent the organization in a professional manner, building respect and confidence.
9. Ability to write clear and concise reports, memoranda, directives and letters.
10. Ability to demonstrate outstanding guest service at all times.
11. Ability to speak clearly and concisely.
12. Ability to communicate effectively in the English language, both verbally and in writing with staff and the general public.
13. Ability to interpret a variety of instructions furnished in written and oral form.
14. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
15. Must be willing and able to obtain additional education and training.
16. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
17. 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.**

#### **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, GED Diploma, or HSED Certification is required within one (1) year of employment. (Must be enrolled in a 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.

#### **ITEMS TO BE SUBMITTED:**

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