ONEIDA TRIBE OF INDIANS OF WISCONSIN
Human Resources Department

JOB DESCRIPTION

APPLY IN PERSON AT:
Human Resource Department
909 Packerland Dr
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:	Slot Representative (2nd or 3rd Shift)
POSITION NUMBER:	00129
DEPARTMENT:	Slots
LOCATION:	Various
DIVISION:	Gaming
RESPONSIBLE TO:	Slot 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:	September 19, 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

Serve the patrons of the Oneida Casino by resolving guests' problems such as tilts, ticket jams, jackpots, and fills in a friendly, professional, and courteous manner; address questions or concerns about how slot machines are played and the types of pay outs; provide accurate change as requested. 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 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 by communicating processes and activities with all Gaming personnel to ensure maximum understanding and cooperation are in place.
3. Attend departmental meetings to ensure effective communication takes place.
4. Inform supervisor of recommendations/ideas for improving all areas to include ideas on improving customer service systems, departmental activities, and safety throughout the casino.
5. Adhere to established quality customer service delivery deadlines by walking independently, monitoring machines for service lights, making eye contact with customers and providing an appropriate greeting and closing comment.
6. Assist customers by explaining how to play the different slot machines and explain jackpots and types of pay outs.
7. Assist customers when slot machines are in need of repairs, navigating the help/rules screen, and answering general questions regarding slot play. Contact a slot technician for help when needed.
8. Safeguard assigned equipment such as keys and security access cards.
9. Complete jackpot payouts and ticket fills within established timelines and complete documentation as required.
10. Assist and adhere to the Machine Logging Verification process.
11. Keep work areas neat, organized, and stocked.

DUTIES AND RESPONSIBILITIES: (Cont.)

12. Complete all required paperwork before, during and end of assigned shift.
13. Be able to use a two-way radio to effectively communicate professionally throughout your assigned shift.
14. Have knowledge of and work with jet scans (bill counter), calculators, slot machines, bill acceptors, printers and kiosks.
15. Be knowledgeable of all casino promotions. Communicate to guests what current promotions are available.
16. Report slot machine malfunctions to supervisor; perform minor slot machine repairs.
17. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
18. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
19. 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, use hands to finger, handle, feel, reach with hands and arms, talk, and hear.
2. Occasionally stand, and stoop, kneel, crouch, crawl, lift and/or move up to fifty-five (55) pounds with assistance.
3. Work a flexible work schedule to include, but not limited to, days, evenings, weekends, and holidays at various locations is frequently required.
4. Travel may be required for training, meetings, conferences, presentations, and other events.
5. Work environment is **NOT** smoke, noise, or dust-free.
6. A Tuberculosis (TB) Screening and/or TB Skin Test are required within thirty (30) days of employment and annually thereafter as required.

STANDARD QUALIFICATIONS:

1. Knowledge of business English, proper spelling, grammar, punctuation, and basic arithmetic.
2. Knowledge of department organization, functions, objectives, policies, and procedures.
3. Skill in operating various word-processing, spreadsheets, and database software programs in a Windows environment.
4. Ability to use SDS and CMP online gaming system to generate jackpot payouts and W2-G tax forms.
5. Ability to convert gaming credits to dollar amounts and write dollar amounts in numeric and alpha format.
6. Ability to work independently, exercise independent judgment and meet strict timelines.
7. Ability to communicate efficiently and effectively both verbally and in writing.
8. Ability to establish and maintain good working relationships with the individuals of varying social and cultural backgrounds.
9. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
10. Must be willing and able to obtain additional education and training.
11. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
12. 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.

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. Six (6) months customer service experience.
3. Must have good math skills and be able to accurately write dollar amounts in numeric and alpha format. **(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.**