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:	Table Games Dealer **(Pool)**
POSITION NUMBER:	04130
DEPARTMENT:	Table Games
LOCATION:	2020 Airport Drive, Green Bay WI
DIVISION:	Gaming
RESPONSIBLE TO:	Pit Manager
SALARY:	NE02 $6.85/Hr plus tips
	(Employees will receive 5% below the posted pay rate during their probationary status.)
CLASSIFICATION:	Non-Exempt
POSTING DATE:	October 15, 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

Conduct assigned game according to Oneida procedures. Exchange cash for gaming chips, deal multiple card games, and provide quality customer service within the policies, procedures and expectations of the Table Games Department. 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 Table Games operations at all times and in all activities. Promote the Table Games to all patrons. Establish and maintain effective working relationships with all internal and external customers of the Oneida Casino. Provide solutions for customer concerns and continually focus on customer service as the top priority.
2. 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, communication processes and activities with all Gaming Services personnel and all other internal and external customers. Ensure established procedures and processes are utilized at all times to ensure maximum understanding and coordination is in place. Attend department meetings to ensure effective communications take place.
4. 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.
5. Check with the Pit Manager prior to the commencement of a shift change.
6. Begin dealer rotation in complete uniform and practice good personal hygiene.
7. Demonstrate strong knowledge of all Table Games and have the ability to control games.

DUTIES AND RESPONSIBILITIES: (Cont.)

8. Exchange currency for gaming chips and pay or collect bets according to departmental policy and in an accurate manner.
9. Inform the Casino Supervisor of any special requests or unusual play.
10. Sign and tabulate reconciliation forms for overall accountability.
11. Ensure game protection, accurate payouts and game pace that both meets guest expectations and maximizes hands per hour.
12. Deal an assortment of Table Games as assigned by supervisor.
13. Safeguard company assets.
14. Contribute to a team effort by accomplishing goals that positively affect the department.
15. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
16. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
17. 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 stand for extended periods; use hands to finger, handle, or feel; reach with hands and arms
2. Occasionally stand, walk, bend, stoop, kneel, crouch, crawl, and lift and/or move up to twenty- five (25) pounds.
3. Employee must be able to spend a significant amount of time twisting and turning with upper extremities extended across gaming table with repetitive motions.
4. Employee must be able to speak, hear, and smell. Must have depth perception and peripheral vision. Must be able to see near, far, and in color.
5. Evening, holiday and/or weekend work will be required. Extended hours and irregular shifts may be required.
6. Work environment is **NOT** smoke, noise, or dust-free.
7. A Tuberculosis (TB) Screening and/or TB Skin Test is required within thirty (30) days of employment and annually thereafter.

STANDARD QUALIFICATIONS:

1. Knowledge in positive public relations and providing exemplary customer service.
2. Knowledge and understanding of blackjack and various Table Games.
3. Skill in accurately recording numbers and payouts.
4. Ability to communicate effectively in the English language, both verbally and in writing with staff and the general public.
5. Ability to apply basic mathematical skills. **(Must complete a Payout Math Test)**
6. Ability to handle stressful situations while maintaining positive guest satisfaction.
7. Ability to work a flexible schedule that will include nights and weekends. Ability to work overtime when assigned.
8. Ability to perform duties in a professional and positive manner.
9. Ability to demonstrate outstanding guest service at all times.
10. Ability to represent organization in a professional manner while building rapport and confidence.
11. Ability to deal the game of Blackjack in a quick, friendly and accurate manner.
12. Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
13. Must present a professional appearance and demeanor as a representative of the Oneida Tribe in dealing with the general public.
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.
18. Work Permit 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. One (1) year experience of Table Games dealing.

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 employment personnel file.)** Applicants age fifty (50) and older are exempt from this requirement.
3. Must have proven knowledge and experience of Table Games dealing. **(Must pass an audition demonstrating proficiency in Table Games dealing**.)

ITEMS TO BE SUBMITTED:

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