

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>

SECOND POSTING OPEN TO ALL APPLICANTS

POSITION TITLE: Floor Person
POSITION NUMBER: 00219
DEPARTMENT: Table Games
LOCATION: 2020 Airport Drive, Green Bay WI
DIVISION: Gaming
RESPONSIBLE TO: Pit Manager
SALARY: NE12 \$17.76/Hr (NEGOTIABLE DEPENDING ON EDUCATION & EXPERIENCE)
(Employees will receive 5% below the negotiated pay rate during their probationary status.)
CLASSIFICATION: Non-Exempt
POSTING DATE: May 5, 2016
CLOSING DATE: Until Filled
Transfer Deadline: May 12, 2016
Proposed Start Date: As Soon As Possible

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

Assist the Pit Managers in the basic functions of the casino pit operations. Observe blackjack dealers in operation to ascertain that policies and procedures are being adhered to in the table games area. Oversee and designate tables to the Casino dealers and ensure proper colored cards are distributed for the daily operation of blackjack and provide accurate Player Tracking. Maintain confidentiality of all information. Continuation of this position is contingent upon funding allocations.

DUTIES AND RESPONSIBILITIES:

1. Provide for the delivery of excellent customer service for all internal and external customers of the Table Games Department at all times and in all activities. Establish and maintain effective working relationships with all internal and external customers of Oneida Tribal operations. Develop solutions for customer concerns and continually focus on customer service as our top priority.
2. Notify 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.

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DUTIES AND RESPONSIBILITIES: (Cont.)

5. Assist the Pit Managers in overseeing that all games are conducted within Department Standard Operating Procedures and NIGA.
6. Resolve any conflicts which arise during the operation of the games. Maintain game integrity and player tracking, and overseeing the operation of 1-6 gaming tables.
7. Recommend to Pit Managers when additional tables need to be opened to accommodate the customers.
8. Track Table Game players play to include monies bet, descriptions of players, level of play, Fun Club Members and complete Title 31 information as needed.
9. Designate tables to the Casino dealers and ensure proper colored cards are distributed for the daily operation.
10. Request fill and credit for Casino tables.
11. Deal all games to include but not limited to Pitch and Shoe as needed/required.
12. Contribute to a team effort and accomplishes related results as required.
13. Adhere to all Department Standard Operating Procedures, Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
14. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
15. 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, and talk and hear.
2. Occasionally walk, stoop, kneel, crouch, crawl, and lift and/or move up to twenty-five (25) pounds. Employee must be able to spend a significant amount of time twisting and turning with upper extremities extended across gaming table.
3. Evening, graveyard, holiday and/or weekend work may be required. Extended hours and irregular shifts may be required.
4. Work environment is **NOT** smoke, noise, or dust-free.
5. 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 principles and practices of public relations and customer service.
2. Knowledge and understanding of the blackjack.
3. Knowledge and understanding of various table games.
4. Knowledge in card games dealing.
5. Ability to communicate effectively in the English language, both verbally and in writing with staff and the general public.
6. Ability to apply basic mathematical skills.
7. Ability to handle stressful situations with guests.
8. Ability to work overtime when needed.
9. Ability to perform duties in a professional and positive manner.
10. Ability to communicate, and read and write clearly in basic English.
11. Ability to demonstrate outstanding guest service at all times.
12. Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
13. Ability to represent the organization in a professional manner, building respect and confidence.
14. Ability to write clear and concise reports, memoranda, directives and letters.
15. Skill in dealing Table Games.
16. Skills in accurately recording numbers and payouts.
17. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
18. Must be willing and able to obtain additional education and training.
19. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
20. 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.

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. Applicants age fifty (50) and older are exempt from this requirement, plus three (3) years dealing experience; an equivalent combination of education and experience may be considered.

ITEMS TO BE SUBMITTED:

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