

# 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:** Assistant General Manager Operations  
**POSITION NUMBER:** 00713  
**DEPARTMENT:** Administration  
**LOCATION:** 2100 Airport Drive, Green Bay WI  
**DIVISION:** Gaming  
**RESPONSIBLE TO:** Gaming General Manager  
**SALARY:** E10 \$88,042/Annually (NEGOTIABLE DEPENDING ON EDUCATION & EXPERIENCE)  
**(Employees will receive 5% below the negotiated pay rate during their probationary status.)**  
**CLASSIFICATION:** Exempt  
**POSTING DATE:** June 7, 2016  
**CLOSING DATE:** July 7, 2016  
**Transfer Deadline:** June 13, 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**

Under direct supervision of the Gaming General Manager, is responsible for the optimum performance of profit making entities at Oneida Casino. Responsible for providing leadership direction and management focus for profit driven departments. Responsible for participating in and contributing to strategic planning activities and providing best support practices for all gaming operational entities. Establish and maintain the delivery of excellent customer service as top priority for all employees by embracing our strategic plan. Responsible for staffing all operational entities with qualified and competent personnel. Perform all personnel related activities with our Vision, Mission, and Values as guiding forces. Maintain confidentiality of all privileged information. Continuation of this position is contingent upon funding allocations.

#### **DUTIES AND RESPONSIBILITIES:**

1. Provides excellent customer service for all internal and external customers of our operational entities at all times and in all activities. Establish and maintain effective working relationships with all internal and external customers of Oneida Gaming operations. Develop solutions for customer concerns and continually focus on customer service delivery as our top priority.
2. Provide leadership direction for all Profits Operations. Responsible for achieving all goals established for profit operations areas. Participate and input into senior management activities, inclusive of, but not limited to: strategic planning, budget development, and performance review processes. Ensure personnel policies and procedures are developed, implemented, utilized and effective. Ensure effective human resources practices are in place and adhered to. Ensure employee performance review, coaching, development and recognition activities are in place and utilized effectively. Continually focus on improvements in all human resources activities to ensure personnel growth and organizational effectiveness is continually addressed. Oversee gaming management in absence of Gaming General Manager as assigned.

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

3. Ensure all Profit Operations personnel understand their duties and responsibilities and have the resources available to carry them out. Responsible to establish performance measures for all activities of Profit Operations. Monitor work performance and take corrective actions to ensure the responsibilities of Profit Operations personnel are carried out. Maintain efficient management of the daily operational budget and all fiduciary concerns of the Profit generating entities. Ensure all personnel adhere to all established personnel policies and procedures and departmental standard operating procedures. Manage all employees in operational entities and hold them accountable for providing excellent customer service as well as performing all expected job duties.
4. Continually assess and analyze all work performance activities for the purpose of continually improving in any area. Ensure systems and people are aligned to get results established in all areas. Make improvements as needed and recommend needed improvements to all Senior Management personnel.
5. Responsible to develop, maintain, and facilitate effective relationships, communication processes and activities for all personnel of Profit Operations, all gaming employees, and all other internal and external customers. Ensure all goals, strategies; expectations and all profit personnel understand performance measures. Ensure Profit Operations generates reports for appropriate personnel in a timely and effective manner. Ensure established procedures, and processes are utilized at all times to ensure maximum understanding and coordination is in place. Conduct regular department meetings to ensure effective communications take place. Ensure communication is effectively occurring among all members of Senior Management personnel.
6. Responsible for compliance to all regulatory requirements in all operational areas at all times. Work closely with Gaming General Manager in establishment of needed results of this key area. Ensure all personnel are trained in and understand all regulatory, audit, and legal regulations or laws and practices. Represent Gaming management at meetings, in reporting, or any forum intended to address regulatory compliance of Oneida Gaming. Audit compliance results and take decisive corrective actions of non-compliant situations.
7. Ensure all areas are staffed with qualified and competent personnel. Supervise work activities of direct reports and ensure alignment exists to: achieve needed results, empower capability of completing tasks and make subsequent corrective or recognition actions.
8. Emphasize teamwork and the importance of being a team player to maintain control and implement a smooth functioning work force at all times.
9. Ensure timely and thorough staffing, training, or any pertinent decisions are made to ensure implementation or transitions to any new entity have minimum impact to daily operations. Responsible for the leadership and management of the Profit Operations for Oneida Gaming Operations. This includes: Slot Operations, Table Games Operations, Bingo Operations, Pari-Mutuel Operations, and future Profit endeavors.
10. Ensure standards of excellence are developed, implemented, and maintained for all Profit department operations at all locations.
11. Ensure all areas of Profit operations make selection, placement and change decisions and plans based on established performance expectations and results.
12. Utilize industry standards, best industry practices, and available resources to continually maintain an effective product mix.
13. Establish and implement process for continual assessment of play on floor and implement dynamic decision making to ensure profitability is maximized.
14. Ensure Profit operations make procurement, replacement and upgrade decisions and plans based on established performance expectations and results. Take corrective actions as needed in all areas of responsibility.
15. Work closely with Gaming Senior Management personnel in the decision-making, development of and implementation of new profit making entities for gaming operations.
16. Ensure budget development and daily budget management are understood and practiced continually in all areas. Work closely with General Manager in establishment of needed results in all key areas.
17. Establish positive working relationships with all Gaming personnel.
18. Prepare and coordinate monthly reporting requirements for all Operational areas.
19. Ensure effective communication to all involved personnel for all projects in operational areas. Ensure training is in place for all Profit Department personnel and effectiveness of training evaluated Ensures all customer relations activities are driven by those established standards of excellence. Make improvements and provide excellent customer service at all times to include, but not limited to addressing customer and employee needs courteously and promptly.
20. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
21. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.

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

22. 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 sit, stand and walk.
2. Occasionally bend/stoop, squat, climb heights, reach above shoulder level, balance and push/pull and carry and lift up to twenty-four (24) pounds.
3. Work is generally performed in an office setting with moderate noise level. Work is occasionally performed in a casino setting with a higher noise level and where cigarette smoke is prevalent.
4. Work environment is **NOT** smoke, noise, or dust free.
5. Evening, holiday, and/or weekend work may be required. Extended hours and irregular shifts may be required.
6. 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 and experience in development and monitoring of multiple departmental budgets.
2. Knowledge and experience in development and implementation of Department Standard Operating Procedures.
3. Knowledge and experience in short and long term planning to meet the needs of multiple departments.
4. Knowledge and experience in creating WIN/WIN negotiations.
5. Knowledge and experience in setting goals, developing strategies and schedules for meeting goals and anticipating obstacles and alternative strategies. Must be able to develop goals and objectives in the range of three (3) to five (5) years.
6. Knowledge and experience in development and implementation of measurable performance criteria for departments.
7. Ability to implement Project Management disciplines and continuous improvement processes.
8. Skill in analytical, numerical, statistical reasoning and decision-making.
9. Skill in operating business computers and office machines, including in a Windows environment, specifically Word, Excel, Access, and presentation software (such as PowerPoint).
10. Knowledge of Casino player-tracking systems.
11. Ability to deal with the general public and tribal employees with tact, courtesy, respect objectivity and maturity.
12. Ability to process information effectively to learn new material, identify and define problems and to make decisions.
13. Ability to plan, organize and schedule priorities efficiently and effectively and work well under pressure.
14. Ability to employ a management style that advocates team work and cooperation.
15. Ability to be a team player and emphasize teamwork to maintain control and a smooth functioning workforce at all times.
16. Ability to initiate action, directs the activities of individuals and groups, and adapt personal leadership strategies to different situations.
17. Ability to assign responsibilities and tasks to others and establish effective controls to ensure employees have the necessary resources and authority to carry out assignments.
18. Ability to work extended hours and various work schedules.
19. Ability to develop and implement measurable performance criteria for department.
20. Ability to inform and communicate verbally and in writing in diverse and challenging situations with the ability to process information effectively, identify and define problems and make objective decisions.
21. The Assistant General Manager Operations may be a contractual position in the future.
22. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
23. Must be willing and able to obtain additional education and training.
24. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
25. Must pass a background security check with the Oneida Tribe in order to meet the Employment Eligibility Requirements, Tribal/State Compact and/or Oneida Nation 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.
26. A valid driver's license, reliable transportation and insurance are required. Must obtain a Wisconsin driver's license within thirty (30) days of employment if applicant has an out-of-state driver's license. Must be authorized as eligible to operate a personal vehicle under the Oneida Tribe's Vehicle Driver's Policy prior to actual start date. Must maintain driver's eligibility as a condition of employment.

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**PREFERRED QUALIFICATIONS:**

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

1. Master's Degree in Business Administration, Business Management or Organizational Development.
2. Knowledge of Project Management disciplines and continuous improvement process.
3. Knowledge of Bally CMP Software.

**MINIMUM QUALIFICATIONS:**

1. Must be eighteen (18) years of age or older.
2. **Must be an enrolled member of the Oneida Tribe of Indians of Wisconsin.**
3. Bachelor's Degree in Business Administration, Business Management, Organizational Development or closely related field.
4. Seven (7) years supervisor or management experience is required to include; five (5) years in a for profit management position.
5. Knowledge of Gaming regulatory requirements, WI Compact OGMICR, and NIGC regulations.

**ITEMS TO BE SUBMITTED:**

1. **Must provide a copy of Diploma, License, Degree or Certification upon employment.**