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
PO Box 365
Oneida, W 54155-0362I

Phone: (920) 496-7900
Fax: (920) 496-7490
Job Line: 1-800-236-7050

FIRST POSTING OPEN TO ONEIDA ENROLLED TRIBAL MEMBERS ONLY

POSITION TITLE:	Cage/Vault Supervisor
POSITION NUMBER:	00053
DEPARTMENT:	Accounting
LOCATION:	Various
DIVISION:	Gaming
RESPONSIBLE TO:	Cage/ Vault Manager
SALARY:	NE10 $14.68/Hr plus tips (NEGOTIABLE DEPENDING ON EDUCATION & EXPERIENCE) **(Employees will receive 5% below the negotiated pay rate during their probationary status.)**
CLASSIFICATION:	Non-Exempt
POSTING DATE:	June 9, 2016
CLOSING DATE:	June 16, 2016
Transfer Deadline:	June 16, 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 Cage/Vault Manager, supervise Cage/Vault activities of the department by performing, training, supervising the Cashiers. 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 Cage/Vault operations 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. Ensure Cage/Vault personnel understand their duties and responsibilities and have the resources available to carry them out. Establish performance measures for all activities of Cage/Vault Operations. Monitor work performance and take corrective actions to ensure the responsibilities of Cage/Vault personnel are carried out. Ensure all established personnel policies and procedures and Department Standard Operating Procedures are adhered to.
3. Assess and analyze all work performance activities for the purpose of continually improving in any area. Ensure systems are in place which guarantee work activities are completed and results are achieved. Ensure systems and people are aligned to provide results established in all areas. Make improvements as needed and recommend needed improvements to all Senior Management personnel.
4. Develop, maintain, and facilitate effective relationships, communications processes and activities with all Gaming personnel, and all other internal and external customers. Ensure Cage/Vault services generate 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.

DUTIES AND RESPONSIBILITIES: (Cont.)

5. Ensure compliance to all regulatory requirements in all areas at all times. Work closely with Cage/Vault Manager in establishment of needed results of this key area to include a demographic information data base that provides timely feed back regarding service quality, service delivery, customer expectation, customer demand and customer unmet needs. Represent Cage/Vault services in management at meetings, in reporting, or any forum intended to address regulatory compliance of the Gaming area.
6. Ensure all paperwork including priority audits, exception reports, sensitive key responsibilities, Title 31 reports are complete and accurate and forwarded to the appropriate source within proper time frames.
7. Provide direct supervision at multiple locations to cage cashiers and vault specialists and oversees procedures to ensure transactions are properly completed.
8. Maintain appropriate staffing levels for all shifts within the Cage/Vault Departments. Develop and implement working schedules, time and attendance reports for all Cage/Vault employees.
9. Maintain secure bankroll and necessary controls for the Cage/Vault operations including the outlets.
10. Develop and prepare reports such as labor, customer counts, etc., requested.
11. Complete fact based investigations of alleged infractions of general department, work rules, Tribal Policies and Procedures, Title 31, etc.
12. Fill, drop and address Quick Jack NRT machines daily. Reconcile Quick Jack NRT as needed.
13. Process promotional information, forward to all employees and update activity folder as needed/required.
14. Retrieve sensitive keys to monitor the vault reserve as needed/required.
15. Operate a personal computer with the following software: Sharepoint, Epic, AS/400, Back Office, NRT, Bally System, KRONOS, chip accountability, over/short data base, Outlook, TITO, MS Word, MS Excel, Intranet, eWIZPRO and Ditronics check cashing system.
16. Fill, drop and address RBG-300 Currency Recycler machines daily. Reconcile RBG-300 Currency Recycler machine as needed.
17. Complete the bank daily deposit verification. Assess daily cash/coin hold. Order cash/coin from the bank when necessary.
18. Contribute to a team effort and accomplishes related results as required.
19. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
20. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
21. 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, use hands to finger, handle, reach with hands and arms; talk and hear.
2. Occasionally stoop, kneel, crouch, or crawl, lift and/or move up to twenty-five (25) pounds.
3. Evening, holiday, weekend, 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 is required within thirty (30) days of employment and annually thereafter.

STANDARD QUALIFICATIONS:

1. Knowledge of Supervisory techniques.
2. Knowledge of business English, proper spelling, grammar, punctuation, and basic arithmetic.
3. Knowledge of principles and practices of public relations and customer service.
4. Skill in cashier cage operations and of applicable laws cage operations.
5. Skill in operating business computers and office machines, including in a Windows environment.
6. Ability to ensure all Cage/Vault functions.
7. Ability to demonstrate outstanding guest service at all times.
8. Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
9. Ability to represent the organization in a professional manner, building respect and confidence.
10. Ability to prepare various reports.
11. Ability to multi-task and communicate professionally.

STANDARD QUALIFICATIONS: (Cont.)

12. Ability to work as a team with multiple and diversified personalities.
13. Ability to apply strong mathematical, analytical and reasoning skills in Cage and Vault Operations.
14. Ability to interpret a variety of instructions furnished in written and verbal form.
15. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
16. Must be willing and able to obtain additional education and training.
17. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
18. 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.
19. 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 Drivers Policy prior to actual start date. Must maintain driver's eligibility as a condition of employment.

PREFERRED QUALIFICATIONS:

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

1. Gaming experience.
2. Previous Accounting experience.
3. Working knowledge of Tribal Policies and Procedures.

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. **Must be an enrolled member of the Oneida Tribe of Indians of Wisconsin.**
3. Associate's Degree in Supervisory Management, Business Administration or closely related field; three (3) years cash handling experience, one (1) year in a lead capacity, an equivalent combination of education and experience may be considered.
4. Good math skills. **(Must pass a math test administered by Human Resources.)**

ITEMS TO BE SUBMITTED:

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