

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>

FIRST POSTING OPEN TO ENROLLED ONEIDA TRIBAL MEMBERS ONLY

POSITION TITLE: Executive Casino Host/Hostess
POSITION NUMBER: 01765
DEPARTMENT: Executive Services
LOCATION: 2020 Airport Rd Green Bay WI
DIVISION: Gaming
RESPONSIBLE TO: Assistant Director – Customer Service
SALARY: E04 \$38,063/Annually (PLUS COMMISSION BASED ON PERFORMANCES)
(Employees will receive 5% below the negotiated pay rate during their probationary status.)
CLASSIFICATION: Exempt
POSTING DATE: June 10, 2016
CLOSING DATE: June 24, 2016
Transfer Deadline: June 17, 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

Provide the highest level of customer service and will be responsible for the recognition and retention of Executive level patrons. Assist the Assistant Director – Customer Service in maintaining the department goals and generating gaming revenue at an acceptable margin through the development and servicing of relationships with existing and potential target players. Build relationships with target players utilizing contact strategy through a variety of in-bound and out-bound communication channels. Leverage property amenities/programs to target players. 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. Assess and analyze all work performance activities for the purpose of continually improving in any area. Ensure systems are in place which guarantees work activities are completed and guarantee results. Ensure systems and people are aligned to provide results established in all areas. Make improvements as needed and recommend needed improvements to Assistant Director-Customer Service.
3. Develop, maintain, and facilitate effective relationships, communication processes and activities with all Executive Services personnel, Gaming 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. Conduct and attend regular department meetings to ensure effective communication take place.

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DUTIES AND RESPONSIBILITIES: (Cont.)

4. Ensure accountability and 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. Ensure Executive Services generates reports for appropriate personnel in a timely and effective manner.
6. Communicate with Oneida Casino Guests by mail, email, written, or verbal communication; act as spokesperson at Executive Services Department Events including promotions, entertainment, and sporting events.
7. Analyze and research data, prepare and create databases and spreadsheets using required software in a Windows environment.
8. Operate personal computers, calculators, personal hand-held communication devices, and cell phones daily.
9. Maintain availability and handle all Oneida Casino Guests' needs.
10. Keep abreast of all Oneida Casino information.
11. Educate and encourage Oneida Casino Guests to participate in using player club cards.
12. Attend scheduled meetings with Gaming Departments.
13. Participate in and promote the development of an extensive Customer Service Training program.
14. Utilize the player tracking system to promote increase of participation in the players club.
15. Compensate Oneida Casino Guests within levels, as approved.
16. Make recommendations and assist in developing, implementing and monitoring the Department Standard Operating Procedures.
17. Meet monthly, quarterly, semi-annual, and yearly quotas as deemed appropriate by the Assistant Director-Customer Service.
18. Maintain professional and technical knowledge by conducting research, attending seminars, educational workshops, classes and conferences; reviewing professional publications; establishing networks; participating in professional societies; conferring with representatives of contracting agencies and related organizations.
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 walk, sit, use hands to finger, handle or feel, reach with hands and arms, talk and hear.
2. Occasionally stand, stoop, kneel, crouch, or crawl; and lift and/or move up to twenty-five (25) pounds.
3. Work is generally performed in a casino setting with a higher noise level and where cigarette smoke is prevalent. Evening and/or weekend work is frequently required. There is frequent interaction with the employees and patrons. Travel may be required for training, meetings, conferences, presentations, and other events.
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 modern office practices, procedures, and equipment.
2. Knowledge of business English, proper spelling, grammar, punctuation, and basic arithmetic.
3. Knowledge of principles and practices of public relations, promotions, and marketing in a customer service oriented environment.
4. Knowledge of department organization, functions, objectives, policies and procedures.
5. Skill in operating various word-processing, spreadsheets, and database software programs in a Windows environment.
6. Ability to exercise independent judgment and meet strict time lines.
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.

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STANDARD QUALIFICATIONS: (Cont.)

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.
13. A valid driver's license, reliable transportation, and insurance. 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.

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. Bachelor's Degree in Business Administration or related field; three (3) years hospitality and/or customer service work experience.
3. Excellent math skills. **(Must pass a math test administered by the Human Resources Department)**
4. Must be able to type thirty (30) wpm. **(Must pass a typing test administered by the Human Resources Department)**

ITEMS TO BE SUBMITTED:

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