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

FIRST POSTING OPEN TO ENROLLED ONEIDA TRIBAL MEMBERS ONLY

POSITION TITLE:	Bingo Cashier
POSITION NUMBER:	00071
DEPARTMENT:	Bingo
LOCATION:	2100 Airport Dr Green Bay WI
DIVISION:	Gaming
RESPONSIBLE TO:	Bingo Supervisor
SALARY:	NE06 $10.02/Hr plus tips
	(Employees will receive 5% below the negotiated pay rate during their probationary status.)
CLASSIFICATION:	Non-Exempt
POSTING DATE:	June 23, 2016
CLOSING DATE:	June 30, 2016
Transfer Deadline:	June 30, 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 Bingo Supervisor, provide excellent guest services and work as part of a team to ensure that the guests have a pleasant experience. Operate and perform cash transactions and ensure accurate sales to customers. Sell papers and electronics. Issue bingo cards to customers and maintains a log of bingo sales. Issue payouts for winning cards. 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 Bingo 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. Develop, maintain, and facilitate effective relationships, communications processes and activities with all 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 are in place. Attend department meetings to ensure effective communications take place.
3. Inform supervisor of recommendations/ideas for improving all areas of this position to include ideas on improving customer service systems or activities.
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. Cash in/Cash out customers while maintaining a balanced till and making every exchange carefully and accurately.
6. Provide guests with information about the types of games played, promotions offered, and up sell bingo supplies.
7. Inventory and reconcile supplies.
8. Complete daily paperwork which includes all paymaster paperwork, count issued bank and revenues returned to verify the correct amounts and sign to attest the amounts.

DUTIES AND RESPONSIBILITIES: (Cont.)

9. Comply with all Title 31 rules and regulations.
10. Collect information from winners of large pay outs for the completion of the W2-G form.
11. Keep work area clean and clear from personal belongings such as coats, bags, magazines, books, purses, etc.
12. Adhere to all Oneida Tribal Policies and Procedures, Department Standard Operating Procedures and requirements including; payout to winner(s), recording information and having large winner transaction(s) verified.
13. Adhere to all Tribal Personnel Policies and Procedures and department Standard Operating Procedures.
14. Payout winning cards in accordance with winning card verifications and payment procedures.
15. Assist Bingo Supervisor and co-workers with Bingo tasks and assignments as needed/required.
16. Maintain and safeguard Bingo Window, Mini Vault, Paymaster, Bash Sales, Floor Sales, Caller, and Inventory by counting and reconciling till and inventory at the start and end of each shift.
17. Assist in training new Bingo employees accurately and professionally.
18. Perform computer data entry when needed and answer phone calls from customers using proper phone etiquette.
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, stand, and use hands to finger, handle, feel, reach with hands and arms, talk, and hear.
2. Occasionally stoop, kneel, crouch, crawl, and lift and/or move up to twenty-five (25) pounds.
3. Irregular shifts, extended hours, evenings, holidays and/or weekend work is 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 bingo games and operations.
2. Knowledge of modern office practices, procedures, and equipment.
3. Knowledge of business English, proper spelling, grammar, punctuation, and basic arithmetic.
4. Knowledge of principles and practices of public relations and customer service.
5. Knowledge of cash handling.
6. Skill in problem solving and sound decision-making.
7. Skill in Bingo Operations and applicable laws, rules and regulations for Bingo operation.
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 count money and supplies accurately to customers on a continuous fast paced environment.
10. Ability to represent the organization in a professional manner, building respect and confidence.
11. Ability to demonstrate outstanding guest service at all times.
12. Ability to multitask job responsibilities.
13. Ability to communicate, read, write clearly and concisely in English and apply mathematical skills.
14. Ability to interpret a variety of instructions furnished in written and oral 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.

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 or GED 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 employee personnel file.) Applicants age fifty (50) and older are exempt from this requirement.
3. Six (6) months cash handling experience; an equivalent combination of education and experience may be considered.
4. Good math and calculator skills. **(Must pass a math and calculator test administered by the Human Resource Department.)**

ITEMS TO BE SUBMITTED:

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