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:	Players Club Representative
POSITION NUMBER:	02387
DEPARTMENT:	Marketing
LOCATION:	Various Locations
DIVISION:	Gaming
RESPONSIBLE TO:	Players Club Supervisor
SALARY:	NE07 $11.03/Hr (NEGOTIABLE DEPENDING ON EDUCATION & EXPERIENCE)
	(Employees will receive 5% below the negotiated pay rate during their probationary status.)
CLASSIFICATION:	Non-Exempt
POSTING DATE:	July 29, 2016
CLOSING DATE:	August 5, 2016
Transfer Deadline:	August 5, 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 guest services for Oneida Casino customers to include: Players Club Member, Tour bus, special event ticket, gift certificates sales to all Oneida Casino guest. Provide membership services including answering customer questions and explaining benefits of Player Club membership. Welcome all Tour Operators and Oneida Casino Guests. 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 Players Club and Casino Promotions Departments 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 continuous focus on customer service as our top priority.
2. Inform 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. Adhere to all Tribal Personnel Policies and Procedures and Departmental Standard Operating Procedures, Gaming Ordinance, NIGA, OGMICS, and Tribal Laws.
5. Accept and inspect all new member applications; process applications by entering information and provide card to new members.
6. Welcome all Oneida Casino Guests, provide information and summarize the benefits of membership in the Players Club.
7. Promote participation of casino related events; and awards promotional items to promotional winners.

DUTIES AND RESPONSIBILITIES: (Cont.)

8. Provide information on Oneida Casino and local events to guests.
9. Complete transactions that will include: sell all special events tickets, including but not limited to Ticket Start events, Player Club Ticketing system; gift certificates, entertainment tickets, and communicate this information to customers.
10. Answer guests questions, address complaints, make suggestions and forward information to the appropriate personnel.
11. Maintain current knowledge of Gaming and community events for the purpose of answering any questions guests of Oneida Casino may have.
12. Issue wheelchairs to Oneida Casino guests upon request.
13. Wear required dress code at all times.
14. Inspect and organize guest's coats, jackets, and personal belongings. Contact security for special inspection of items.
15. Operate the following equipment: telephone, cash register, personal computer, money counter, copy and fax machine.
16. Perform all announcements for Players Club, Entertainment, and all daily announcements for Gaming as requested.
17. Update member accounts into the player club database; verify accuracy of all information by using applicant's photo identification.
18. Monitor and review computer databases for entry errors, edit for duplicate accounts and other corrections; enter all banned players into the CMS system.
19. Verify and distribute player complementaries, and maintain an adequate department inventory of supplies by informing the supervisor of needs.
20. Use CMS system for cash redemptions; complete daily paperwork for accounting reconciliation.
21. Reconcile all transaction paperwork for audit controls, Player's Club booth including computer startup/shutdowns, and various others.
22. Maintain strict departmental security, confidentiality and quality to meet professional standards of the department.
23. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
24. 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, walk, use hands to finger, handle, or 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. Work is generally performed in a casino setting with a high noise level and where cigarette smoke is prevalent. Work environment in **NOT** smoke, noise or dust free.
4. Evening, weekend, and/or holiday work will be required; ability to work extended hours and various work schedules.
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 the gaming division, its governing structure, documents and relationship to the Oneida Tribe.
2. Knowledge of records management and basic accounting procedures.
3. Knowledge of modern office practices, procedures, and equipment.
4. Knowledge of principles and practices of public relations, promotions, and marketing in the customer service oriented environment.
5. Knowledge of department organizations, functions, objectives, policies and procedures.
6. Skill in operating various word-processing spreadsheets and database software programs in a Windows environment.
7. Skill in working with the general public and Oneida Tribe employees with tact, courtesy, respect, objectivity and maturity.
8. Ability to communicate efficiently and effectively and carry out instructions both verbally and in writing.
9. Ability to represent the organization in a professional manner, building respect and confidence.
10. Ability to work independently with minimal supervision.
11. Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
12. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
13. Must be willing and able to obtain additional education and training.
14. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
15. 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.

1. Six (6) months of cash handling experience.
2. Six (6) months of data entry experience.

MINIMUM QUALIFICATIONS:

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

3. Must be eighteen (18) years of age or older.
4. High School Diploma, HSED Diploma or GED Certification; applicants age fifty (50) and older are exempt from this requirement. One (1) year of customer service experience; six (6) months of computer 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.**