

APPLY IN PERSON AT:
Human Resource Department
909 Packerland Drive
Green Bay, WI 54303



A good mind. A good heart. A strong fire.

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: Shuttle Supervisor
POSITION NUMBER: 01504
DEPARTMENT: Customer Relations
LOCATION: 2170 Airport Dr Green Bay WI
DIVISION: Gaming
RESPONSIBLE TO: Transportation Manager
SALARY: NE09 \$14.01/Hr (NEGOTIABLE DEPENDING ON EDUCATION & EXPERIENCE)
(Employees will receive 5% below the negotiated pay rate during their probationary status.)
CLASSIFICATION: Non-Exempt
POSTING DATE: October 14, 2016
CLOSING DATE: October 21, 2016
Transfer Deadline: October 21, 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 general supervision of the Transportation Manager plans, organizes and directs all functions of the Oneida Casino passenger shuttle services. Ensures that shuttle services are provided effectively and efficiently to meet the needs of the Oneida Casino customer in accordance with state, federal and tribal transportation standards. Continuation of this position is contingent upon funding allocations.

DUTIES AND RESPONSIBILITIES:

1. Provides for the delivery of excellent customer service for all internal and external customers of the Customer Relations Department 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 continuous focus on customer service as our top priority.
2. Provides leadership direction for all Shuttle Department personnel. Leads Shuttle Department management activities, inconclusive of but not limited to: strategic planning, budget development, and performance review processes. Ensures personnel procedures are developed, implemented, utilized and effective. Ensures effective leadership practices are in place and adhered to. Ensures employee performance review, counseling, development and recognition activities are in place and utilized effectively. Continually focuses on improvements in all Customer Relations activities to ensure personnel growth and organizational effectiveness are continually addressed.
3. Ensures all Shuttle personnel understand their duties and responsibilities and have the resources available to carry them out. Establishes performance measures for all activities of the Shuttle Department. Monitors work performance and takes corrective actions to ensure the responsibilities of Shuttle personnel are carried out. Efficiently manages the annual Shuttle Department budget. Ensures all personnel adhere to all established personnel policies and procedures and departmental standard operating procedures.

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SHUTTLE SUPERVISOR**

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DUTIES AND RESPONSIBILITIES: (Cont.)

4. Assesses and analyzes all work performance activities of the Shuttle Department for the purpose of continually improving any area. Ensures systems that allow work activities get done are in place. Ensures training goals are aligned with Oneida Bingo and Casino's strategic plan. Make improvements as needed; recommend improvements to Directors and Senior Management personnel.
5. Develops, maintains, and facilitates effective relationships, communications processes and activities with all Shuttle personnel, and all other internal and external customers. Ensures established procedures and processes are utilized at all times to ensure maximum understanding and coordination is in place.
6. Communicates transportation goals, objectives, policies and procedures in accordance with Federal and Wisconsin Department of Transportation rules and regulations and Oneida Tribe's vehicle insurance program.
7. Improves staff effectiveness and customer service skills by counseling, training and recommending disciplinary action for employees; planning, delegating, monitoring, and appraising job tasks and results in a timely manner.
8. Hosts regular staff meetings to ensure communication between personnel and program-related activities.
9. Develops and prepares reports and documents including labor, leave of absence, daily shift, vehicle downtime, and vehicle damage; submits daily documentation to Manager in a timely manner.
10. Performs daily operating activities for the Shuttle Department, including assigning vehicles for employees, assessing the need for employees on a shift, maintaining employee files, and adjusting inventory.
11. Monitors all assigned departmental equipment including radios, vehicles, and keys.
12. Completes daily payroll reports for designated shifts as required.
13. Replaces shuttle drivers as needed.
14. Ensures compliance with all regulatory procedures including CDL requirements; maintains all records of required licensing and certification of Shuttle Department Personnel.
15. Contributes to department's effectiveness by identifying short-term and long-range issues and goals that must be addressed; providing information and commentary pertinent to deliberations; recommending options and courses of actions; implementing directives.
16. Responds to all employee/customer concerns and questions in a timely manner.
17. Communicates with area hotel/motel Managers to ensure efficient and effective routes and are in place providing customer convenience, and accessibility.
18. Develops a maintenance schedule to ensure all vehicles are being maintained and are in proper operational order.
19. Adhere to all Tribal Personnel Policies and Procedures and Departmental Standard Operating Procedures and Gaming Division Strategic Plans and Policies. Adhere to State, Federal and Tribal laws and ordinances concerning transportation vehicles and their operators.
20. Maintains 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.
21. Provides excellent customer service at all times.
22. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
23. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
24. The above duties and responsibilities are not an all-inclusive list but rather a general representation of the duties and responsibilities associated with the 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, 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. Work is generally performed in a shuttle bus with a higher noise level and some exposure to outdoor temperatures and cigarette smoke. Prolonged standing and walking may occur. Evening, weekend, and/or holiday work will 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 as required.

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STANDARD QUALIFICATIONS:

1. Knowledge of the gaming division, its governing structure, documents and the relationship to the Oneida Tribe.
2. Knowledge and ability to efficiently and effectively develop, manage and monitor program budgets.
3. Knowledge of budget preparation.
4. Knowledge of tribal, federal, and state accounting, purchasing and auditing policies and procedures.
5. Knowledge in human resources management policies and procedures.
6. Knowledge of general vehicle maintenance and operation.
7. Skill in problem solving, human relations, and time management.
8. Ability to exercise initiative and independent judgment.
9. Ability to operate shuttle bus and limousine and wheel chair lift units.
10. Ability to communicate and deal effectively with the public.
11. Ability to work extended hours and various work schedules.
12. Ability to demonstrate a high level of sensitivity to community issues and concerns.
13. Ability to communicate efficiently and effectively both verbally and in writing.
14. Ability to establish and maintain good working relationships with the individuals of varying social and cultural backgrounds.
15. Ability to become certified in CPR, First Aid, and Safety Prevention.
16. Physical exam will be done once a year in order to update the CDL medical Card and stay current with State and Federal Guidelines.
17. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
18. Must be willing and able to obtain additional education and training.
19. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy (DAFWP) during the course of employment.
20. 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.
21. 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 and tribal 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 an enrolled member of the Oneida Tribe of Indians of Wisconsin.**
2. Must be twenty-one (21) years of age or older and possess and maintain a valid Wisconsin CDL driver's license with a class "B" and "C" and "P" (passenger) endorsement.
3. Associate's Degree in Business Management or related field; two (2) years customer transportation experience; one (1) year in a supervisory capacity; 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.**