

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

**APPLY ONLINE AT:**  
<http://oneida-nsn.gov>



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

**SECOND POSTING OPEN TO ENROLLED ONEIDA TRIBAL MEMBERS ONLY**

**POSITION TITLE:** Food & Beverage Supervisor  
**POSITION NUMBER:** 0166A/6001A  
**DEPARTMENT:** Food & Beverage  
**LOCATION:** Various  
**DIVISION:** Gaming  
**RESPONSIBLE TO:** Food & Beverage Assistant Manager  
**SALARY:** NE09 \$13.34/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:** October 21, 2016  
**CLOSING DATE:** Until Filled  
**Transfer Deadline:** October 28, 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 Food & Beverage Assistant Manager, oversees the daily operations of the Food & Beverage department. Creates a customer focused work environment. Ensures department adheres to all regulations required for food handling. Maintains confidentiality of all privileged information. 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 Food and Beverage operations at all times.
2. Establish and maintain effective working relationships with all internal and external customers of the Oneida Casino. Provide solutions for customers concerns and continually focus on customer service as our top priority.
3. Ensure Food and Beverage Department generates reports for appropriate personnel in a timely and effective manner.
4. Ensure established procedures, and processes are utilized at all times to ensure maximum understanding and coordination is in place.
5. Conduct regular departmental meetings to ensure effective communications take place.
6. Provide leadership to supervised staff and assigned areas of the Food & Beverage Department. Participate and provide input to Food & Beverage management activities as required. Ensure department personnel policies and procedures are developed, implemented and are clear and effective.
7. 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.
8. Administer annual and probationary evaluations within the time required, assess the abilities required of the position and determine if re-training is required. Develop, implement, monitor and enforce Department Standard Operating Procedures and policies.
9. Participate in hiring / interviews, complete new hire departmental training and orientation; provide employee motivation by displaying a positive behavior and attitude.

**JOB DESCRIPTION**  
**Food & Beverage Supervisor**  
**Page 2**

**DUTIES AND RESPONSIBILITIES: (Cont.)**

10. Assist in establishing, implementing, and communicating goals, objectives, policies, and procedures in accordance with applicable tribal, federal, state, and local laws, rules, regulations, and goals of Oneida Casino. Ensure each shift receives the "Pass On" book and any needed information is passed on to the preceding shift.
11. Maintain an adequate amount of supplies for each shift and location, secure necessary controls for all supplies and inventory at each location including the outlets.
12. Ensure department procedures are reinforced and performance is monitored and evaluated to implement employee training needs when necessary.
13. Receive and document customer inquiries and concerns as needed /required into the Everest Data Base.
14. Monitor, evaluate and present solutions to potential problem / areas. All areas of concern require documentation.
15. Supervisor is required to complete daily shift schedule/assessing staff for each shift, complete daily shift paperwork and ensure tips are completed daily for all Food & Beverage staff.
16. Monitor and complete Kronos daily, verify and complete time and attendance records for Food & Beverage staff, meet strict deadlines on a weekly basis
17. Submit all medical documentation regarding: Leaves of absence, medical, workers compensation and injury reports to appropriate personnel in a timely manner.
18. Supervise casino servers, cooks, bartenders- complete fact based investigations of alleged infractions of department work rules, Tribal policies and procedures.
19. Supervisor is required to verify all paperwork for errors and accuracy before submitting to accounting.
20. Work cooperatively with Marketing/ promotions as needed/required.
21. Maintain professional and technical knowledge by conducting research, attending training, educational workshops, classes, establishing networks, conferring with representatives of contracting agencies and related organizations.
22. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
23. 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 and walk for extended periods of time.
2. Frequently use hands and arms to grasp, reach, carry, lift and/or move up to fifty (50) pounds.
3. Occasionally sit, stoop, kneel, crouch, crawl, and lift items overhead weighing up to twenty-five (25) pounds.
4. Work is generally performed in kitchen areas with exposure to heat, cold, fumes and steam and Casino setting with exposure to second-hand smoke and a high noise level.
5. Evening, holiday and/or weekend work may be required along with extended hours and irregular shifts.
6. Work environment is **NOT** smoke, noise, or dust free.
7. A Tuberculosis (TB) Screening and/or TB Skin Test is required within thirty (30) days of employment and annually thereafter as required.

**STANDARD QUALIFICATIONS:**

1. Knowledge of applicable federal, state, county and local laws, Gaming regulations and requirements.
2. Knowledge of department organization, function, objectives, policies and procedures
3. Knowledge of Food & Beverage Service Standards
4. Knowledge of all menu items including entrée's, sides, and beverages.
5. Knowledge of all applicable liquor laws and codes is required ( Federal, State, City and County)
6. Knowledge of food preparation and presentation
7. Knowledge of food safety and handlers permit for safety, technique and quality standards
8. Ability to perform all bar operations including : bartending, cashier,
9. Ability to perform all kitchen operations including: Cooking and preparing a variety of foods.
10. Technical Skills:
  - a. Skill in the use of computers and operating various word-processing, spreadsheets, and database software programs in windows environment.
  - b. Skill and Knowledge to learn Micros System, implement menu changes, price changes in Point of Sale Systems and its functionality.
11. Supervisor Techniques required:
  - a. Skill in development and implementation of department goals and objectives
  - b. Skill in budgeting techniques that include: Labor, Payroll.
  - c. Skill in organizing and coordinating events for Food & Beverage staff
  - d. Skill in supervising, training, and evaluation of assigned staff.
  - e. Ability to exercise independent judgment, work independently and meet strict time lines.

**JOB DESCRIPTION**  
**Food & Beverage Supervisor**  
**Page 3**

**STANDARD QUALIFICATIONS: (Cont.)**

- f. Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds
  - g. Ability to communicate efficiently and effectively both verbally and in writing
  - h. Ability to supervisor assigned staff
  - i. Ability to work in a stressful and busy environment
  - j. Ability to provide leadership to departmental staff
  - k. Ability to provide outstanding guest service to our customers with professionalism at all times.
  - l. Ability to work with a variety of people and personalities demonstrating objectivity, respect, courtesy, maturity and patience.
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.
16. 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.**

- 1. Associates' Degree in Supervisory Management or related field.
- 2. One (1) year experience and knowledge of Point of Sale System.

**MINIMUM QUALIFICATIONS:**

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

- 1. Must be 18 years of age or older.
- 2. **Must be an enrolled member of the Oneida Tribe of Indians of Wisconsin.**
- 3. High School Diploma, HSED or GED.
- 4. One (1) year supervisory or lead experience.
- 5. Six (6) months customer service experience; an equivalent combination of education and experience may be considered.
- 6. Must be able to obtain a Food Handlers Permit.
- 7. Must attend Responsible Beverage Server Classes and obtain a Bartenders License within 90 days of employment.

**ITEMS TO BE SUBMITTED:**

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