

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

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

Phone: (920) 496-7900
Fax: (920) 496-7490
Job Line: 1-800-236-7050

SECOND POSTING OPEN TO ALL APPLICANTS

POSITION TITLE: Bartender
POSITION NUMBER: 06037
DEPARTMENT: Food & Beverage
LOCATION: 2522 W Mason Street, Green Bay WI
DIVISION: Gaming
RESPONSIBLE TO: Food & Beverage Supervisor
SALARY: NE05 \$10.10/Hr Plus Tips
(Employees will receive 5% below the posted pay rate during their probationary status.)
CLASSIFICATION: Non-Exempt
POSTING DATE: December 16, 2016
CLOSING DATE: Until Filled
Transfer Deadline: December 27, 2016
Proposed Start Date: As Soon As Possible

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

The Oneida Nation 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 Food & Beverage Supervisor, serve beverages/ food to the guests in a friendly, courteous and timely manner, resulting in guest's satisfaction. Prepares beverages for other servers to supply to guests and act as a cashier for the lounge. 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 and in all activities. Establish and maintain effective working relationships with all internal and external customers of the 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.
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. Maintain stock, bar levels, proper set-up of the bar, and store perishable items daily to ensure product quality. Ensure food items are prepared, stored, distributed and served at the appropriate temperatures under sanitary conditions.
6. Greet guests in a courteous and friendly manner, promote and document orders for drinks. Mix, garnish and present drinks using standard ingredient recipes and practicing prudent portion control.
7. Input food and drink orders into the register/bar and create a check for customers.
8. Receive cash and chips from customers, make change needed, verify and record charges in order to balance all money.
9. Verify, balance, and reconcile daily deposits and paperwork. Deposit cash drops and secure bank.
10. Lock and store all beverages, food and other equipment items.
11. General cleaning using required cleaning products.
12. Assist security with addressing customer concerns as needed.

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DUTIES AND RESPONSIBILITIES: (Cont.)

13. Comply with the Oneida Casino's rules and regulations for the safe and efficient operation of the Casino.
14. Adhere to all State, Federal and Corporate liquor regulations pertaining to serving alcoholic beverages to minors and intoxicated guests to ensure all laws are being followed.
15. Contributes to a team effort and accomplishes related results as required.
16. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Department Policies and Procedures.
17. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
18. 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. Continuously stand and walk.
2. Frequently use hands and arms to move and lift up to fifty (50) pounds.
3. Occasionally stoop, kneel, crouch or crawl.
4. Demonstrated ability to effectively communicate with guest (talk and hear).
5. Work is generally performed in bar, lounge or Casino setting with exposure to second-hand smoke and a high noise level.
6. Evening, 3rd shift, holiday and/or weekend work may be required. Extended hours and irregular shifts may be required.
7. Work environment is **NOT** smoke, noise, or dust free.
8. 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 bartending, bar items, bar maintenance operations and customer service.
2. Knowledge of POS systems.
3. Knowledge of cash handling.
4. Knowledge of gaming operations.
5. Knowledge of Food & Beverage operations.
6. Knowledge of beverage preparation and service of various alcoholic beverages.
7. Skill in interpersonal and customer relations.
8. Ability to remember and recite the variety of drink items.
9. Ability to obtain any governmental required license or certification.
10. Ability to practice good hygienic food handling techniques.
11. Ability to service customers in a professional appearance and manner.
12. Ability to communicate, read, and write clearly in basic English.
13. Ability to demonstrate outstanding guest service at all times.
14. Ability to operate beverage equipment.
15. Ability to follow instructions and work in a stressful and busy environment.
16. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
17. Must be willing and able to obtain additional education and training.
18. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
19. Must pass a background security check with the Oneida Nation 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 Nation's Gaming Division.

PREFERRED QUALIFICATIONS:

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

1. Food Handlers License.

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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, HSED Diploma or GED Certification is required within one (1) year of employment. **(Must be enrolled in GED Program prior to the end of probationary period and provide documentation to the HRD Office for employee personnel file.)** Applicants age 50 and older are exempt from this requirement.
3. Six (6) months of bartending experience; an equivalent combination of education and experience may be considered.
4. Must be able to attend and obtain the Responsible Beverage Server Class and Bartenders license within ninety (90) days of employment.
5. Must be able to obtain a Food Handlers Permit.
6. Good math skills are required. **(Must pass a math test administered by the Human Resources Department.)**

ITEMS TO BE SUBMITTED:

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