

APPLY IN PERSON AT:

Human Resource Department
909 Packerland Drive
Green Bay, WI 54303



ONEIDA

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: Valet – (Pool)
POSITION NUMBER: 82712
DEPARTMENT: Valet
LOCATION: 2100 Airport Dr Green Bay WI
DIVISION: Gaming
RESPONSIBLE TO: Valet Supervisor
SALARY: NE02 \$10.53/Hr Plus Tips
(Employees will receive 5% below the negotiated pay rate during their probationary status.)
CLASSIFICATION: Non-Exempt
POSTING DATE: October 20, 2017
CLOSING DATE: Ongoing Recruitment
Proposed Start Date: Applicants will be placed on a pool and will be notified as positions become available.

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 Valet Supervisor park and retrieve customer's cars in a safe and timely manner for the Oneida Casino. Ensure that services are provided effectively and efficiently to meet the needs of the Oneida Casino customer. Continuation of this position is contingent upon funding allocations.

DUTIES AND RESPONSIBILITIES:

1. Establish and maintain the delivery of excellent customer service for all internal and external customers of Oneida Casino at all times and in all activities. Develop solutions for customer concerns and continually focus on customer service as our top priority.
2. Analyze all work performance activities for the purpose of continually improving in any area. Recommend needed improvements to valet management personnel.
3. Ensure established standard operating procedures (SOP), policies, and processes are utilized at all times to ensure maximum understanding and coordination are in place at all times.
4. Park and retrieve customer's cars in a safe and efficient manner.
5. Open vehicle and casino doors; greet customers.
6. Assist customers with wheelchairs, walkers, and/or scooters and ensure proper tracking of casino wheelchairs.
7. Assist customers with coats, and/or baggage storage.
8. Report any major incidents that occur within the Valet area immediately to Supervisor, Internal Security, Gaming Management as appropriate.
9. Assist in maintaining daily reports and logs.
10. Return lost items to the Security Department.
11. Assist in maintaining a clean and safe Valet entrance for all Casino customers.
12. Attend department meetings as required.
13. Maintain a neat and clean appearance.
14. Contribute to a team effort and accomplishes related results as required.
15. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
16. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.

JOB DESCRIPTION

VALET

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DUTIES AND RESPONSIBILITIES: (Cont.)

17. 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, stand, run across flat land and up and down stairs; use hands too finger, handle, feel; and reach with hands and arms.
2. Occasionally sit; stoop; kneels; crouch; crawl; bend; pull, push, lift and/or carry up to fifty (50) lbs.
3. Work is generally performed in an outdoor setting.
4. Extended hours and various work schedules including evening, weekend, and holidays will be required.
5. Work environment is **NOT** smoke, noise or dust free.
6. 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 general vehicle maintenance and operation.
2. Ability to exercise independent judgment.
3. Ability to operate both manual and automatic transmission vehicles.
4. Ability to communicate and deal effectively with the public.
5. Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
6. Ability to communicate efficiently and effectively both verbally and in writing.
7. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
8. Must be willing and able to obtain additional education and training.
9. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
10. 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.
11. A valid driver's license is 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 Tribal vehicle under the Oneida Nation'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. One (1) year work experience.

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, 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.