

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



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

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

SECOND POSTING OPEN TO ENROLLED ONEIDA TRIBAL MEMBERS ONLY

POSITION TITLE: Pit Manager
POSITION NUMBER: 82522
DEPARTMENT: Table Games
LOCATION: 2020 Airport Drive, Green Bay WI
DIVISION: Gaming
RESPONSIBLE TO: Table Games Shift Manager
SALARY: NE09 \$20.51/Hr (NEGOTIABLE)
(Employees will receive 5% below the negotiated pay rate during their probationary status.)
CLASSIFICATION: Non-Exempt
POSTING DATE: May 15, 2019
CLOSING DATE: Until Filled
Transfer Deadline:: May 22, 2019
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

Supervise the Dealers, Floor Persons, and manage the Gaming tables, order fill and credits, correct errors made by dealers and players and watches for any discrepancies. Serve as guest service/employee relation person. Maintain confidentiality of all information. Continuation of this position is contingent upon funding allocations.

DUTIES AND RESPONSIBILITIES:

1. Provide excellent customer service for all internal and external customers in all Gaming entities at all times and in all activities. Establish and maintain effective working relationships with all internal and external customers of Oneida Gaming operations. Develop solutions for customer concerns and continually focus on customer service as our top priority.
2. Provide leadership direction for all Table Games personnel. Ensure personnel procedures are developed, implemented, utilized and effective. Ensure effective Human Resource practices are in place and adhered to. Continually focus on improvements in all Human Resource activities to ensure personnel growth and organizational effectiveness is continually addressed. Ensure employee development and recognition activities are in place and effective.
3. Ensure all Table Games personnel understand their duties and responsibilities and have the resources available to carry them out. Responsible to establish performance measures for all Table Games activities. Monitor work performance and take corrective actions to ensure the responsibilities of personnel are carried out. Ensure all Table Games personnel adhere to all established Personnel Policies and Procedures and department Standard Operating Procedures.
4. Ensure compliance to all regulatory requirements in Table Games areas at all times. Ensure all personnel adhere to all regulatory, audit and legal regulations or laws and practices.
5. Ensures adherence to Tribal, State, and Federal regulations as they relate to Class III Gaming.
6. Continually assess and analyze all work performance activities for the purpose of continually improving the Table Games areas. Ensure work activities get done and are in place. Ensure people are aligned to get results established in all areas. Make improvements as needed and recommend needed improvements to all Table Games personnel.

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DUTIES AND RESPONSIBILITIES: (Cont.)

7. Develop, maintain and facilitate an effective communication process for Table Games personnel. Ensure Table Games operations generate reports for appropriate personnel in a timely manner. Ensure established procedures and processes are utilized at all times to ensure maximum understanding and coordination is in place. Conduct regular department meetings to ensure effective communication takes place.
8. Develop measurable performance expectations for assigned staff according to department goals and objectives.
9. Oversees the supervision of personnel, which includes work allocation, KRONOS approval, hiring, day-to-day training, orientation, and problem resolution; evaluates performance and makes recommendations for personnel actions; motivates employees to achieve peak productivity and performance.
10. Oversee and assure all games are conducted within Department Standard Operating Procedures, NIGA and the Oneida Gaming Compact.
11. Assure proper distribution of cards and dice to the Pit and give proper security to unused stored cards and dice under the direction of the Shift Supervisor.
12. Assure proper distribution of cards and give proper security to unused stored cards and chip bank.
13. Maintain schedules for Floor Person and Dealers.
14. Complete employee evaluations, provide employee recognition and issue corrective action as needed/required.
15. Complete Player Tracking closing.
16. Complete Table Games Promotions as needed.
17. Complete and sign credit and fill slips.
18. Coordinate all working functions relative to the efficient operation of the assigned games, ensuring all rules, regulations, policies and procedures are adhered to in the Table Games area.
19. Watch continually for any discrepancies made by the dealer, guests or floor person.
20. Review customer complaints which may occur in the assigned Pit.
21. Assist the Shift Supervisor in all duties and functions of the Pit Operations.
22. Utilize the player tracking system to promote increased participation in the players club.
23. Contributes to a team effort and accomplishes related results as required.
24. Adhere to all Department Standard Operating Procedures, Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
25. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
26. 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 for extended periods, use hands to finger, handle, feel, reach with hands and arms, talk and hear.
2. Occasionally sit, walk, stoop, kneel, crouch, or crawl, lift and/or move up to twenty-five (25) pounds.
3. Employee must be able to spend a significant amount of time twisting and turning with upper extremities extended across gaming table.
4. Evening, graveyard, holiday and/or weekend work will be required. Extended hours and irregular shifts will be required.
5. Work environment is **NOT** smoke, noise, or dust-free.
6. 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 principles and practices of public relations and customer service.
2. Knowledge of problem solving techniques.
3. Knowledge of implementing new games.
4. Knowledge of security, surveillance and fraud detection techniques.
5. Knowledge of procedures and Casino floor operations.
6. Knowledge of card games dealing.
7. Knowledge of table games.
8. Knowledge of House Policies and Procedures and Class III gaming regulation.
9. Knowledge of budget preparation and oversight.
10. Ability to multi-task efficiently.
11. Ability to communicate effectively in the English language, both verbally and in writing with staff and the general public.
12. Ability to interpret a variety of instructions furnished in written and verbal form.
13. Ability to investigate and analyze information and to draw conclusions.

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STANDARD QUALIFICATIONS: (Cont.)

14. Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers and customers at all levels.
15. Ability to work as a team member and foster a positive working environment.
16. Ability to work with timeliness and thoroughness.
17. Ability to demonstrate excellence in job performance, and continually seek improvement in results.
18. Ability to demonstrate outstanding guest service at all times.
19. Ability to represent the organization in a professional manner, building respect and confidence.
20. Ability to write clear and concise reports, memoranda, directives and letters.
21. Skill in customer service, human relations and supervision of assigned staff.
22. Skill in organizing resources and establishing priorities.
23. Skill in the use of personal computers and related software applications.
24. Skill in accurately recording numbers and payouts.
25. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
26. Must be willing and able to obtain additional education and training.
27. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
28. 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. Associate degree in Business Administration, Hospitality, or closely related field.
2. Two (2) years of experience dealing Craps, Roulette, Blackjack, Texas Hold'em, Mississippi Stud and EZ Baccarat.
3. One (1) year of experience as a Pit Manager or above within a Table Games Department.

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. High School Degree, HSED Diploma or GED Certification; applicants age 50 and older are exempt from this requirement.
3. Five (5) years of experience in the table games operations and table games dealing.
4. Three (3) years in a floor person position.

ITEMS TO BE SUBMITTED:

1. **Must provide a copy of diploma, license, degree or certification upon employment.**