

APPLY IN PERSON AT:

Human Resources Department
909 Packerland Drive
Green Bay, WI 54303



ONEIDA

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

OR MAIL TO:

Human Resources Department
P.O. Box 365
Oneida, WI 54155-0365

APPLY ONLINE AT:

<http://oneida-nsn.gov>

Phone: (920) 496-7900

Fax: (920) 496-7490

FIRST POSTING OPEN TO ONEIDA ENROLLED TRIBAL MEMBERS ONLY

POSITION TITLE: Senior Slot Technician
POSITION NUMBER: 82632
DEPARTMENT: Slots
LOCATION: Various
DIVISION: Gaming
RESPONSIBLE TO: Slot Tech Supervisor
SALARY: NE06 \$15.41/Hr (NEGOTIABLE)
(Employees will receive 5% below the negotiated pay rate during their probationary status.)
CLASSIFICATION: Non-Exempt
POSTING DATE: June 12, 2019
CLOSING DATE: June 19, 2019
Transfer Deadline: June 19, 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

Demonstrate superior customer service by addressing questions or concerns in a friendly, professional and courteous manner. Responsible for the overall operation, preventative maintenance, diagnosis and repair of electronic gaming machines and related equipment. Assist, mentor and train coworkers with job duties and responsibilities. Continuation of this position is contingent upon funding allocations.

DUTIES AND RESPONSIBILITIES:

1. Provide and encourage excellent customer service for all internal and external customers at all times as the organization's top priority. This is to include but not limited to addressing customer concerns and employee needs with tact, efficiency, courtesy, respect, objectivity, and maturity.
2. Answer customer questions, perform machine diagnostics, and generate reports to resolve immediate concerns including, but not limited to tilts, tickets, promo, bills, and jackpots.
3. Explain effectively payouts, pay lines, bet options, progressives, bonuses, and game play to assist with customers concerns/ questions.
4. Adhere to all of the following:
 - a. Audit and legal regulation laws and practices
 - b. Tribal Personal Policies and Procedures
 - c. Tribal Standard Operating Procedures
 - d. Area and Program Strategic Plans and Policies
 - e. All gaming and Department Work Standards
5. Adhere and assist to the Machine Logging, Testing and Verification process.
6. Ensure established procedure and processes are utilized at all times to ensure maximum understanding and coordination are in place.
7. Inform supervisors of recommendations/ ideas for improving all areas of this position.
8. Accurately complete, update and/or distribute required documents to the appropriate departments in a timely manner.
9. Work as a team member with other technicians on projects and duties as assigned.

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DUTIES AND RESPONSIBILITIES: (Cont.)

10. Work as a team leader and model leadership skills on assigned projects.
11. Assist other departments in associated job duties as requested.
12. Assist in the development and implementation of department standard operating procedures.
13. Complete reports accurately and distribute in a timely manner to the appropriate departments.
14. Assist, mentor and train co-workers to successfully perform the following job duties:
 - a. Preventative Maintenance on all electronic gaming machines and their components.
 - b. Preventative Maintenance on Signs and Displays
 - c. Identify hardware and software
 - d. Troubleshoot the electronic gaming machine/ components
 - e. Replace parts/components on all electronic gaming machines
 - f. Configurations with PSMs by setting machine limits, options and parameters
 - g. Troubleshoot, repair, and program progressive signs
15. Maintain accurate inventory of the assets including but not limited to machine parts, radios, keys department tools, Slot Machine Entry Authorizations Logs, Machine Access Cards for all electronic gaming machines.
16. Order supplies, equipment as needed by identifying, requesting, and returning parts to inventory.
17. Repair and/ or replace parts on all electronic gaming machines.
18. Perform configurations with PSMs by setting machine limits, options and parameters.
19. Perform upgrades, conversion, installations and modifications.
20. Perform progressive transfers and investigate malfunctions.
21. Repair, replace, and move broken or damaged chairs on the gaming floor.
22. Complete work orders and machine problems on a daily basis.
23. Keep all work areas organized, clean and free of safety hazards.
24. Perform preventative maintenance on signs, displays and electronic gaming machines.
25. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
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. Continuously sit, stand and/or walk, for an eight (8) to ten (10) hour shift each day.
2. Occasionally bend/stoop, squat, crouch, kneel, crawl, balance, climb heights, reach above shoulder level, push, pull, and carry up to thirty (30) pounds; lift up to fifty (50) pounds; lift up to one-hundred (100) pounds with assistance.
3. Travel may be required for training, meetings, conferences, presentations, and other events.
4. Must work an assigned schedule and mandatory overtime as needed that will include nights, weekends, and holidays.
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 business English, proper spelling, grammar, punctuation, and basic arithmetic.
 - a. Convert gaming credits to dollar amounts and write dollar amounts in numeric and alpha format.
2. Knowledge of department organization, functions, objectives, policies and procedures including gaming operations.
3. Skill in operating various word-processing, spreadsheets, and database software programs in a Windows environment.
4. Ability to be certified as a Gaming Machine Technician.
5. Ability to utilize a variety of tools in the repair of electronic gaming machines.
6. Ability to exercise independent judgment.
7. Ability to interact, establish, and maintain good working relationships with individuals of varying social and cultural backgrounds.
8. Ability to work independently and meet strict time lines.
9. Ability to communicate efficiently and effectively both verbally and in writing.
10. Must participate in continuous improvement teams as assigned and use continuous improvement tools for effective planning and improvement of customer service and production processes.
11. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
12. Must be willing and able to obtain additional education and training.

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STANDARD QUALIFICATIONS: (Cont.)

13. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
14. 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.
15. A valid, non-probationary driver's license or occupational driver's license, reliable transportation, and insurance are required. Must obtain a Wisconsin non-probationary driver's license or occupational 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 Nation's Vehicle Driver Certification and Fleet Management 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. Three (3) years of technical, electrical or mechanical experience.
2. Associate degree or certification in a technical, electrical or mechanical field.

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.
3. Two (2) years of technical, electrical or mechanical related experience; one (1) year of casino operations and customer service experience; 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.**