

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

Phone: (920) 496-7900

Fax: (920) 496-7490

Job Line: 1-800-236-7050

APPLY ONLINE AT:

<http://oneida-nsn.gov>

FIRST POSTING OPEN TO ONEIDA ENROLLED TRIBAL MEMBERS ONLY

POSITION TITLE: Bingo Caller
POSITION NUMBER: 00070
DEPARTMENT: Bingo
LOCATION: 2020 Airport Dr Green Bay WI
DIVISION: Gaming
RESPONSIBLE TO: Bingo Supervisor
SALARY: NE02 \$12.03/Hr plus tips
(Employees will receive 5% below the negotiated pay rate during their probationary status.)
CLASSIFICATION: Non-Exempt
POSTING DATE: July 14, 2017
CLOSING DATE: July 21, 2017
Transfer Deadline: July 21, 2017
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 Bingo Supervisor, provide excellent guest services and will work as part of a team to ensure that the guests have a pleasant experience; calls the bingo game, records numbers and verifies the winning cards. 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 Bingo operations at all times and in all activities. Establish and maintain effective working relationships with all internal and external customers of Oneida Casino.
2. Provide solutions for customer concerns and continually focus on customer service as our top priority. Inform supervisor of recommendations/ideas for improving all areas of this position to include ideas on improving customer service systems or activities.
3. Develop, maintain, and facilitate effective relationships, communications processes and activities with all Gaming personnel and all other internal and external customers.
4. 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.
5. 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.
6. Make announcements prior to game concerning rules of the Bingo game hall, procedures of games and make any special announcements before, during or after sessions.
7. Record all bingo balls for each jackpot game in a neat and legible manner.
8. Operate computers to record numbers drawn for computer games, verify the winning card(s), call bingo sessions, and print summary reports when necessary.
9. Program the caller's machine prior to bingo session to ensure proper rotation of games.
10. Announce each Bingo game and how it is played. Call the numbers for the Bingo game, thereby, having control of the pace of the game.

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DUTIES AND RESPONSIBILITIES: (Cont.)

11. Monitor employees who are trying to verify a Bingo. Stop the game and call back the Bingo and close the Bingo game.
12. Adhere to Gaming Division Dress Code.
13. Will be required to sell Bingo papers and may be required to substitute for other bingo positions as needed.
14. Clean and change Bingo balls on a daily basis, ensuring there are no duplicates or balls left in machine according to established Department Standard Operating Procedures.
15. Keep work area clean and orderly at all times.
16. Cash in/Cash out customers while maintaining a balanced till and making every exchange carefully and accurately.
17. Provide guests with information about the types of games played, promotions offered, and up sell bingo supplies.
18. Inventory and reconcile supplies.
19. Complete daily paperwork which includes all paymaster paperwork, count issued bank and revenues returned to verify the correct amounts and sign to attest the amounts.
20. Maintain and safeguard Bingo Window, Mini Vault, Paymaster, Bash Sales, Floor Sales, Caller, and Inventory by counting and reconciling till and inventory at the start and end of each shift.
21. Perform computer data entry when needed and answer phone calls from customers using proper phone etiquette.
22. Contributes to a team effort and accomplishes related results as required.
23. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
24. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
25. 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, sit, stand, use hands to finger, handle, feel, reach with hands and arms, talk and hear.
2. Occasionally stoop, kneel, crouch, crawl, and lift and/or move up to twenty-five (25) pounds.
3. Vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.
4. Must be able to work evening, holiday, and/or weekend extended hours and irregular shifts.
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 Bingo equipment and operations.
2. Knowledge of modern office practices, procedures, and equipment.
3. Knowledge of business English, proper spelling, grammar, punctuation, and basic arithmetic.
4. Knowledge of principles and practices of public relations and customer service.
5. Knowledge of computer utilization in marketing/business operations.
6. Skill in accurately recording numbers and payouts.
7. Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
8. Ability to represent the organization in a professional manner, building respect and confidence.
9. Ability to write clear and concise reports, memoranda, directives and letters.
10. Ability to demonstrate outstanding guest service at all times.
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 oral form.
13. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
14. Must be willing and able to obtain additional education and training.
15. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
16. 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.

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PREFERRED QUALIFICATIONS:

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

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 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. Must possess a clear, strong voice (Demonstrated in the interview), to be able to speak in front of large crowds confidently and in a professional manner. **(Must pass an audition demonstrating calling abilities).**

ITEMS TO BE SUBMITTED:

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