

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: Shuttle Driver
POSITION NUMBER: 00433
DEPARTMENT: Customer Relations
LOCATION: 2170 Airport Drive, Green Bay WI
DIVISION: Gaming
RESPONSIBLE TO: Shuttle Supervisor
SALARY: NE06 \$15.41/Hr (NEGOTIABLE DEPENDING ON EDUCATION & EXPERIENCE)
(Employees will receive 5% below the negotiated pay rate during their probationary status.)
CLASSIFICATION: Non-Exempt
POSTING DATE: September 13, 2017
CLOSING DATE: September 25, 2017
Transfer Deadline: September 20, 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 Shuttle Supervisor transports passengers to and from the Oneida Casino and Tribal entities. Ensure that services are provided effectively and efficiently to the meet the needs of the Oneida Casino customer. Continuation of this position is contingent upon funding allocations.

DUTIES AND RESPONSIBILITIES:

1. Provide for the delivery of excellent customer service for all internal and external customers of the Shuttle Department at all times and in all activities. Establish and maintains effective working relationships with all internal and external customers of Oneida Tribal operations. Develop solutions for customer concerns and continuous focus on customer service as our top priority.
2. Assess and analyzes all work performance activities for the purpose of continually improving in any area. Ensure systems are in places which guarantee work activities are completed and guarantee results. Ensure systems and people are aligned to provide results established in all areas. Make improvements as needed and recommends needed improvements to all Senior Management personnel.
3. Develop, maintain, and facilitate effective relationships, communications processes and activities with all Shuttle personnel, and all other internal and external customers. Ensure established procedures and processes are utilized at all times to ensure maximum understanding and coordination is in place.
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. Transport passengers to and from the Oneida Casino facility and Tribal Entities following prescheduled routes.
6. Transport Drop Team Members to all Outlets.

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DUTIES AND RESPONSIBILITIES: (Cont.)

7. Report any customer/employee accident or injuries to the supervisor and complete all necessary paperwork.
8. Call Hotel/Motels when needed to put them on-call; maintains an accurate dispatch log and accurate records for assigned Hotel/Motel Routes.
9. Complete all Pre and Post-Trip Inspections and Hourly Count Sheets before, during and after all assigned duties.
10. Provide on-call pick ups at the airport, hospitals and for emergency evacuations.
11. Enforce all safety rules and regulations.
12. Pick up and transports entertainers safely and courteously.
13. Ensure all vehicles are fueled and maintain an accurate record of the amount of fuel used; wash and maintains cleanliness inside of the vehicles.
14. Report any vehicle repairs needed to the Supervisor immediately; completes any light maintenance needed on the vehicle; delivers and picks up any vehicles for repairs; maintains an accurate record of duties performed in the garage.
15. Operate various equipment including power washer, portable jump starter, extractor, copier and calculator.
16. Complete paperwork for dispatch as needed.
17. Answer telephones, take messages, greet visitors, and direct them to the appropriate office with courtesy and respect.
18. Ensure all keys, beepers, and radios are signed in and out.
19. Attend all mandatory Shuttle personnel meetings.
20. Assist with training of newly hired drivers.
21. Present a professional attitude and demeanor in all situations dealing with Casino guests.
22. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
23. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
24. 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, sit, 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. Work is generally performed in a shuttle bus or limousine with a higher noise level and some exposure to outdoor temperatures and cigarette smoke. Prolonged standing and walking may occur. Evening, weekend, and/or holiday work will be required.
4. Work environment is **NOT** smoke, noise, or dust free.
5. 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 the gaming division, its governing structure, documents and relationship to the Oneida Tribe.
2. Knowledge of general vehicle maintenance and operation.
3. Ability to exercise independent judgment.
4. Ability to operate all vehicles, wheel chair lift units and handicap operations.
5. Ability to communicate and deal effectively with the public.
6. Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
7. Ability to work extended hours and various work schedules.
8. Ability to communicate efficiently and effectively both verbally and in writing.
9. Ability to become certified in CPR, First Aid, and Safety Prevention.
10. Physical exam will be completed once a year in order to update the CDL Medical Card and stay current with State and Federal Guidelines.
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.
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.

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STANDARD QUALIFICATIONS: (Cont.)

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 driver's license, reliable transportation, and insurance. 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. Valid "P" (Passenger) endorsement.
2. One (1) year relevant work experience driving a shuttle or similar passenger vehicle.

MINIMUM QUALIFICATIONS:

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

1. Must be twenty one (21) years of age or older.
2. Must possess and maintain a valid Wisconsin CDL driver's license, a class "B" and "C" classification, and a Medical card is required. A "P" (passenger) endorsement is required within thirty (30) days of employment.
3. 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.

ITEMS TO BE SUBMITTED:

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