



Oneida Nation of Wisconsin

P.O. BOX 365 ONEIDA, WI 54155

2016 SUMMER INTERNSHIP POSITION

DEPARTMENT: Oneida Casino Customer Service
LOCATION/ADDRESS: Oneida Casino-Main 2020 Airport Drive Green Bay, WI 54313
SALARY PREDETERMINED (Hourly, Non-exempt, No Overtime): \$10.00
NAME AND TITLE OF ASSIGNED COACH/MENTOR WHO WILL BE SUPERVISING INTERN: Tanya Danforth
COACH/MENTOR CONTACT INFORMATION: EMAIL: tdanfor1@oneidanation.org PHONE: (920)429-3379
DURATION: June 6, 2016 – July 29, 2016
NUMBER OF HOURS PER WEEK (No more than 36 per week): DAILY SCHEDULE (Ex. 8am to 4:30pm): DAYS OF WEEK: Monday-Thursday 8am-4:30 pm Friday 8am-12:00 pm *can be flexible with hours
INTERN DUTIES/PROJECTS (List in priority order, include percent of time weekly spent on each duty/project): 1. Analyze Survey results to identify Specific areas to improve their core standards. -30% 2. Receive and enter Feedback into the Everest Database system -20% 3. Assist Customer Service Department with implementation of customer and employee engagement initiatives -15% 5. Send out communication to Managers/Directors/Supervisor of updated information for Surveys and focus groups -5% 6. Assist with resolution of customer concerns – 5% 7. Research tools Oneida Casino could employ to increase customer satisfaction – 5%

8. Gain exposure to all areas of customer service – 5%

INTERN SKILLS/QUALIFICATIONS/COLLEGE MAJOR YOU ARE REQUESTING:

1. **Must have good communication skills.**
2. **Must have computer experience in Microsoft Suites.**
3. **Must be able to work independently.**
4. **Must be willing and able to research and analyze data.**
5. **Program Planning experience is preferred.**
6. **Majors in Business, Communication, human resources or closely related field.**