

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

**APPLY ONLINE AT:**  
<http://oneida-nsn.gov>



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

**POSITION TITLE:** Seamstress/ Counter Clerk  
**POSITION NUMBER:** 81124  
**DEPARTMENT:** Employee Services  
**LOCATION:** 2170 Airport Rd. Green Bay WI  
**DIVISION:** Gaming  
**RESPONSIBLE TO:** Wardrobe Manager  
**SALARY:** NE02 \$10.53/Hr (NEGOTIABLE DEPENDING ON EDUCATION & EXPERIENCE)  
**(Employees will receive 5% below the negotiated pay rate during their probationary status.)**  
**CLASSIFICATION:** Non-Exempt  
**POSTING DATE:**  
**CLOSING DATE:**  
**Transfer Deadline:**  
**Proposed Start Date:** As Soon As Possible

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#### **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.

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#### **POSITION SUMMARY**

Ensure employees and customers receive their uniforms and/or alterations in a timely manner; alter and tailor clothing to fit designated employees or customers. Perform sales transactions and inventory tracking transactions according to established policies and procedures. Reproduce graphic art into digitized format ready for embroidery production; operate embroidery machine to produce finished product for uniforms and/or customers. Continuation of this position is contingent upon funding allocations.

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#### **DUTIES AND RESPONSIBILITIES:**

1. Provide excellent customer service for all internal and external customers of Wardrobe Department operations at all times and in all activities. Establish and maintain effective working relationships with all internal and external customers of Oneida Casino. Provide solutions for customer concerns and continually focus on customer service as our top priority.
2. Develop, maintain, and facilitate effective relationships, communications processes and activities with all Gaming personnel and all other internal and external customers. 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.
3. Inform supervisor of recommendations/ideas for improving all areas of this position to include ideas on improving customer service systems or activities.
4. Provide positive customer service to all internal and external customers by working as part of a team to ensure services are efficient and prompt.
5. Work cooperatively with all departments within the Gaming Division to assure a smooth transition for all new employees in receiving their uniforms.
6. Greet all customers and answer phones in a professional, friendly, and courteous manner, determines purpose of calls and handles appropriately.
7. Fit Employees in proper uniforms and public customers for professional alterations and complete accurate work orders for processing of alterations and embroidery services.
8. Mark, measure, embroider, and alter uniforms as needed according to the employee's/customer's measurements.

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**DUTIES AND RESPONSIBILITIES: (Cont.)**

9. Scan barcode on uniforms issued and returned to employees in inventory tracking system and delete from inventory when damaged.
10. Print uniform assignment reports; maintains an effective filing and retrieval system of employee uniform paperwork.
11. Check garment rack system to ensure garments are picked up in a timely manner, return uniforms to stock as needed
12. Provide quality alteration and tailoring of uniforms and/or public garments efficiently and timely.
13. Mark, measure, embroider, and alter uniforms as needed according to the employee's/ customer's measurements.
14. Create patterns for special projects as needed.
15. File employee information cards to maintain measurement and uniform information.
16. Clean and perform minimal repair work on sewing equipment as needed or required.
17. Repair damaged uniforms from work related incidents, i.e. rips, holes, zipper repair or other needed repairs.
18. Reproduce graphic art into digitized format ready for production.
19. Proof digitized file for function and efficiency for embroidery machine production/operation.
20. Troubleshoot and perform basic maintenance on sewing, embroidery and digitizing equipment
21. Maintain digitized library including proper organizing and archiving of files.
22. Operate embroidery machine to produce finished product for uniforms/customers.
23. Assist in moving/carrying boxes of uniforms for delivery and storage as requested.
24. Complete counter transactions which include, but not limited to, verify monies at open and close, operate cash register, calculator and provide correct change to customers.
25. Completing required paperwork, and submitting to Central and Gaming Accounting by strict deadlines. Complete daily reconciliation slips to verify currency and complete daily deposit.
26. Keep work area clean and organized
27. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
28. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
29. 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 sit; use hands to finger, handle, or feel; reach with hands and arms; talk and hear; walk.
2. Occasionally is required to stand, walk, stoop, kneel, crouch, or crawl.
3. Frequently lift and/or move up to twenty-five (25) pounds and occasionally lift and/or move up to thirty (30) pounds.
4. Work is generally performed in a machine operating setting with a higher noise level.
5. Evening and/or weekend work is occasionally required. There is frequent interaction with the employees and patrons.
6. A Tuberculosis (TB) Screening and/or TB Skin Test is required within thirty (30) days of employment and annually thereafter.

**STANDARD QUALIFICATIONS:**

1. Knowledge of modern office practices, procedures, and equipment.
2. Knowledge of business English, proper spelling, grammar, punctuation, and basic arithmetic.
3. Knowledge of sewing equipment to include sewing machine, blind hemmer, and serger.
4. Knowledge of department organization, functions, objectives, policies and procedures.
5. Skill in operating various word-processing, spreadsheets, and database software programs in a windows environment.
6. Skill in operating embroidery digitizing software to produce graphic art designs for embroidery production.
7. Ability to utilize sewing and/or embroidery machine and alteration equipment in the alteration of clothing and uniform accessories.
8. Ability to utilize digitizing/computer aided drafting software to produce an embroidered finished product for uniforms/customer.
9. Ability to exercise independent judgment.
10. Ability to work independently and meet strict time lines.
11. Ability to communicate efficiently and effectively both verbally and in writing.
12. Ability to establish and maintain good working relationships with the individuals of varying social and cultural backgrounds.
13. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**

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**STANDARD QUALIFICATIONS**

14. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
15. 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. Computer Assisted Drafting Certificate.
2. Two (2) years of experience in embroidery and digitizing.
3. Knowledge of GIMS (Gaming Inventory Management System)

**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. A combination of five (5) years of work experience sewing, clothing alterations and cash handling. **(Must pass a sewing/alteration test which will be administered by the Human Resource Department.)**

**ITEMS TO BE SUBMITTED:**

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