

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

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

FIRST POSTING OPEN TO ONEIDA ENROLLED TRIBAL MEMBERS ONLY

POSITION TITLE: Personnel Services Manager
POSITION NUMBER: 88170
DEPARTMENT: Employee Services
LOCATION: 909 Packerland Drive, Green Bay, WI
DIVISION: Gaming
RESPONSIBLE TO: Assistant Director - Employee Services
SALARY: E06 \$52,855/Annually (NEGOTIABLE DEPENDING ON EDUCATION & EXPERIENCE)
(Employees will receive 5% below the negotiated pay rate during their probationary status.)
CLASSIFICATION: Exempt
POSTING DATE: March 15, 2019
CLOSING DATE: April 5, 2019
Transfer Deadline: March 22, 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

Under direct supervision of the Assistant Director - Employee Services, responsible to promote effective hiring, compensation, and recruiting services for the Gaming Division. This position will collaborate with the Human Resource Department to ensure compliance with Oneida Tribe's Personnel Policies and Procedures and applicable laws, regulations, policies, and procedures to include the Tribal State Compact, Gaming Ordinance and IGRA. 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 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. Provide leadership in the development, implementation, and direction in the maintenance, monitoring, and compliance of a Development Plan for the department that is aligned with the Gaming Division, the National Priorities and customer research. Participate and provide input in management activities, strategic planning, budget development, and performance review processes. Ensure department procedures are developed, enforced, implemented, utilized and effective. Ensure effective practices are in place and adhered to. Ensure employee review, coaching, development and recognition activities are in place and utilized effectively. Continually focus on improvements in department activities to ensure personnel growth and organizational effectiveness is continually addressed.
3. Directly supervise the day to day activities of the assigned staff to ensure personnel understand their duties and responsibilities and have the resources available to carry them out. Establish and evaluate performance measures for all departmental activities. Ensure all personnel adhere to all established personnel policies and procedures.
4. Assess and analyze all work performance activities for the purpose of continually improving in any area. Ensure systems are in place which guarantees 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 recommend needed improvements to all Management personnel.

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DUTIES AND RESPONSIBILITIES (cont.):

5. 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.
6. Establish, implement and communicate department goals, objectives, identifying short term and long range issues and goals that must be addressed.
7. Improve staff effectiveness by coaching, training, monitoring, evaluating work performance utilizing desk audits and taking corrective actions to ensure the responsibilities of personnel are carried out. Ensure the payroll for assigned staff is completed accurately and timely.
8. Host regular staff meetings to ensure communication between personnel and department-related activities.
9. Develop and administer departmental budget.
10. Efficiently and effectively implement and participate in staff development and training programs within the department.
11. Review and pre-approve all salary analysis to ensure data integrity prior to submission to HR Management; oversees and/or performs market analysis to determine internally consistent and externally competitive pay levels.
12. Assigns staff to specific departments to ensure departments and divisions needs are met in regards to: development of job descriptions, compensation research, classification, and communication of compensation policies and procedures.
13. Assists in the process design, development and implementation of an internally consistent and externally competitive compensation program for the Gaming Division.
14. Designs, coordinates, and monitors staff employee recruitment programs for the Gaming Division to ensure a qualified pool of applicants; ensures the timeliness and accuracy of all job postings.
15. Advises, assists, and trains Gaming department management in the development of effective staff recruitment strategies and plans.
16. Develops and implements community outreach activities and initiatives; as appropriate, advises and assists departments in the establishment and implementation of special recruitment programs.
17. Ensures compliance with Memorandum of Understanding between the Employee Services and Human Resources Departments.
18. Maintain professional and technical knowledge.
19. Monitor and document employees progress toward meeting educational goals, through use of the employee development contract and career plan.
20. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
21. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
22. 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, stand, walk, talk, hear, use hands, reach with hands and arms.
2. Occasionally climb, balance, stoop, kneel, crouch, bend, reach above shoulder level, push/pull, crawl and lift and/or move up to twenty-five (25) pounds with assistance.
3. Work is generally performed in an office setting and occasionally in a casino setting with a higher noise level and where cigarette smoke is prevalent.
4. Evening and/or weekend work may be required. There is frequent interaction with the employees and patrons.
5. Travel may be required for training, meetings, conferences, presentations, and other events.
6. Work environment is NOT smoke, noise, or dust free.
7. A Tuberculosis (TB) Screening and/or TB Skin Test is required within thirty (30) days of employment and annual thereafter as required.

STANDARD QUALIFICATIONS:

1. Knowledge of applicable federal, state, county, Indian gaming regulations, tribal codes and ordinances, and local laws, regulations, and requirements.
2. Knowledge of department organization, functions, objectives, policies and procedures.
3. Working knowledge in human resources management policies and procedures.
4. Working knowledge of standard hiring, compensation, and recruiting principles and processes.

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STANDARD QUALIFICATIONS (cont.):

5. Knowledge of statistical compilation and analyses.
6. Skill in human relations and time management.
7. Skill in analyzing problems, projecting consequences, identifying solutions, and implementing recommendations.
8. Skill in interviewing techniques of all levels of employees.
9. Skill in analyzing and evaluating job content and writing accurate job descriptions.
10. Skill in operating various word-processing, spreadsheets, and database software programs in a Windows environment.
11. Skill in preparing, reviewing, and analyzing operational and financial reports.
12. Skill in supervising, training, and evaluating assigned staff.
13. Skill in coaching and consulting management and executive level employees.
14. Ability to establish and maintain professional relationships with employees, applicants and vendors of varying social and cultural backgrounds.
15. Ability to exercise initiative and independent judgment and meet strict time lines.
16. Ability to communicate efficiently and effectively both verbally and in writing.
17. Ability to work extended hours and various work schedules.
18. Ability to demonstrate a high level of sensitivity to community issues and concerns.
19. Ability to analyze situations and adopt appropriate courses of action.
20. Ability to be persuasive and tactful in controversial situations.
21. Must present a professional appearance and demeanor as a representative of the Oneida Tribe in dealing with the general public.
22. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
23. Must be willing and able to obtain additional education and training to include some travel.
24. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol-Free Workplace Policy during the course of employment.
25. 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.
26. 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 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. Master's Degree in Human Resources, Business Management or closely related field.
2. Current SHRM-CP, SHRM- SCP, PHR or SPHR Certification.
3. Experience with AS400 software.

MINIMUM QUALIFICATIONS:

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

1. **Must be an enrolled member of the Oneida Nation.**
2. Must be eighteen (18) years of age or older.
3. Bachelor's Degree in Human Resources, Business Management or closely related field.
4. Three (3) years' experience in human resources.
5. Three (3) years of supervisory experience.
6. SHRM-CP (Society for Human Resource Management- Certified Professional), SHRM- SCP (Society for Human Resource Management- Senior Certified Professional), PHR (Professional in Human Resources) or SPHR (Senior Professional in Human Resources) Certification is required within two years of employment and must maintain certification throughout employment.
7. An equivalent combination of education and experience may be considered.

ITEMS TO BE SUBMITTED:

1. **Must provide a copy of diploma/degree, license, or certification upon employment.**