

APPLY IN PERSON AT:

Human Resource Department
909 Packerland Drive
Green Bay, WI 54303



ONEIDA

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

SECOND POSTING OPEN TO ALL APPLICANTS

POSITION TITLE: Pari-Mutuel Betting Cashier **(Half-time – Weekends Only)**
POSITION NUMBER: 83421
DEPARTMENT: Off Track Betting
LOCATION: 2100 Airport Drive, Green Bay WI
DIVISION: Gaming
RESPONSIBLE TO: Off Track Betting Supervisor
SALARY: NE02 \$12.00/Hr plus tips
(Employees will receive 5% below the posted pay rate during their probationary status)
CLASSIFICATION: Non-Exempt
POSTING DATE: September 16, 2019
CLOSING DATE: Until Filled
Transfer Deadline: September 23, 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

Provide excellent guest services and will work as part of a team to ensure that the guests have a pleasant experience; issue of tickets and collection and pay out of revenues for winning tickets. 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 Off Track Betting 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. 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. Report to assigned window before start time.
6. Cash in, exchange or redeem external customers vouchers, bills, tickets as related to Off Track Betting.
7. Account for any errors in shortages and overages of monies.
8. Count down at the start of and end of day, station using currency counters, verify money received and returning to and from the vault, and reconcile all transaction paperwork for audit controls.
9. Maintain and safeguard Off Track Betting window and/or bank accountability by calculating all paperwork totals using a 10 key calculator and attach tape totals to paperwork.
10. Develop an expertise in using a specialized tote machine to take/pay wagers.

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DUTIES AND RESPONSIBILITIES: (Cont.)

11. Comply with all Title 31 Rules and Regulations. Fill out all necessary tracking and reporting forms such as: DACL, CTRC Federal Form 103, and SARC Federal Form 102.
12. Coordinate the broadcast of several races on multiple televisions and projection monitors.
13. Occasionally implement Handicapping Tournaments and other Off Track Betting related promotions.
14. Receive proceeds and tips: record on register count slips and release to Vault personnel.
15. Collect information from winners of payouts for the completion of the W2-G form as it relates to the State standards.
16. Understand and utilize the inventory system for track programs.
17. Utilize comping procedures to recognize and reward assigned bettors.
18. Verify paperwork, print programs, trouble shoot machines and receipt transactions from various OTB cashiers when appointed in the lead position.
19. Assist Off Track Betting Supervisor and co-workers with Off Track Betting tasks and assignments to include training and lead duties.
20. Inspect all US currency to ensure bills are not counterfeit.
21. Answer all phone calls from internal and external customers/vendors utilizing proper phone etiquette.
22. Comply with the Oneida Gaming Minimum Internal Controls and State regulations.
23. Contribute to a team effort and accomplish related results as required.
24. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
25. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
26. 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. Must be able to work evening, holiday and/or weekends, extended hours, and irregular shifts
4. Work environment is **NOT** smoke, noise, or dust free.
5. A Tuberculosis (TB) Screening and/or TB Skin Test are required within thirty (30) days of employment and annually thereafter as required.

STANDARD QUALIFICATIONS:

1. Knowledge of pari-mutuel terminology as well as race and track information.
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 cash handling.
6. Knowledge of gaming division, its governing structure, documents and relationships to the Oneida Tribe.
7. Knowledge of records management and basic accounting procedures.
8. Skill in OTB operations and applicable laws on OTB operations.
9. Skill in problem solving and sound decision-making.
10. Skill in operating business computers and office machines, including in a Windows environment.
11. Ability to multi-task Off Track Betting job responsibilities.
12. Ability to handle counting money accurately to customer on a continuous basis.
13. Ability to calculate and subtract money transactions without a calculator.
14. Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
15. Ability to represent the organization in a professional manner, building respect and confidence.
16. Ability to communicate, read, write clear and concise in English.
17. Ability to demonstrate outstanding guest service at all times.
18. Ability to interpret a variety of instructions furnished in written and oral form.
19. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
20. Must be willing and able to obtain additional education and training.

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STANDARD QUALIFICATIONS: (Cont.)

21. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
22. 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. Experience with 10 key calculator.

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; applicants age fifty (50) and older are exempt from this requirement.
3. Six (6) months previous cash handling experience and six (6) months customer service experience; an equivalent combination of education and experience may be considered.

ITEMS TO BE SUBMITTED:

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