

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



**OR MAIL TO:**  
Human Resources Department  
P.O. Box 365  
Oneida, WI 54155-0365

**APPLY ONLINE AT:**  
[www.oneida-nsn.gov](http://www.oneida-nsn.gov)

Phone: (920) 496-7900  
Fax: (920) 496-7490  
Job Line: 1-800-236-7050

**ONEIDA ENROLLED TRIBAL MEMBERS ONLY**

**POSITION TITLE:** General Manager  
**POSITION NUMBER:** 09096  
**DEPARTMENT:** Retail Administration  
**LOCATION:** 909 Packerland Dr, Green Bay WI  
**DIVISION:** Enterprise  
**RESPONSIBLE TO:** Oneida Business Committee  
**SALARY:** E08 \$69,901/Annually (NEGOTIABLE)  
**(Employees will receive 5% below the negotiated pay rate during their probationary status.)**  
**CLASSIFICATION:** Exempt  
**POSTING DATE:** June 22, 2021  
**CLOSING DATE:** Until filled  
**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**

This position is responsible for all revenue generating processes within the Oneida Nation Retail. Responsible for the performance, strategy, and alignment of Retail revenue operations. This position will be accountable for the performance of all Retail functions to include Sales, Marketing and Customer Success. This is a contracted position. Continuation of this position is contingent upon funding allocations.

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**DUTIES AND RESPONSIBILITIES:**

1. Always provide excellent customer service for all internal and external customers for Retail operations and in all activities. Establish and maintain effective working relationships with all internal and external customers of Oneida Retail. Provide solutions for customer concerns and continually focus on customer service as our top priority.
2. Continually assess and analyze all work performance activities of Retail for the purpose of continually improving all areas.
3. Develop departmental plans, goals and objectives, policies, and procedures in accordance with the strategic plan.
4. Drive marketing leadership to create and execute winning marketing strategies to increase profits.
5. Develop and implement revenue driving strategies, which create long-term customer and business value.
6. Develop operational budgets for all departments.
7. Drive scale and profitability by appropriately professionalizing Oneida Retail's go-to-market strategy and sales function.
8. Evaluate and interpret financial data/reports such as balance sheets, cash flow statements, profit & loss statements and income statements to effect and improve organization performance.
9. Lead Marketing, Sales, and Customer Success.
10. Establish, implement, and communicate goals, objectives, policies, and procedures to ensure maximum achievement of sales and profit.
11. Continually focus on improvements in all Retail activities to ensure personnel growth and organizational effectiveness are continually addressed.
12. Improve staff effectiveness by coaching, training, and corrective action for employees; planning, delegating, monitoring, and appraising job tasks and results in a timely manner and ensures that all employees are consistently providing excellent customer service.
13. Host regular staff meetings to ensure communication between personnel and business-related activities.
14. Build a winning sales team through hiring and inspiring team members.
15. Achieve financial objectives by preparing and administering annual budget, presenting, and justifying budget recommendations to appropriate personnel.

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

16. Contribute to department's effectiveness by identifying short-term and long-range goals; providing information and commentary pertinent to deliberations; recommending options and courses of actions; implementing directives.
17. Create accountability by developing appropriate metrics and performance expectations.
18. Keep leadership and other departments informed of status of department activities by attending meetings and submitting reports.
19. Maintain professional and technical knowledge by conducting research, attending seminars, educational workshops, classes, and conferences; reviewing professional publications; establishing networks; participating in professional societies; conferring with representatives of contracting agencies and related organizations.
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 walk, sit.
2. Occasionally lift and/or move up to twenty-five (25) pounds.
3. Work is generally performed in an office setting with a moderate noise level.
4. 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 applicable federal, state, county and local laws, regulations, and requirements.
2. Knowledge and ability to efficiently and effectively develop and manage budgets.
3. Knowledge and experience budget planning and administration, business profitability planning and evaluation.
4. Knowledge of principles and practices of public relations, promotions, and marketing in a customer service-oriented environment.
5. Knowledge of the retail industry.
6. Knowledge of tribal, federal, and state accounting, purchasing, and auditing policies and procedures.
7. Knowledge in human resources management policies and procedures.
8. Knowledge of statistical compilation and analyses.
9. Knowledge and experience communicating effectively with others both verbally and in writing to provide solutions to problems or questions in meeting organizational and department goals and objectives.
10. Knowledge and experience designing or developing improvements of operational methods and procedures.
11. Skill in problem solving, human relations, and time management.
12. Skill in strategic planning and direction.
13. Skill in operating various word-processing, spreadsheets, and database software programs in a Windows environment.
14. Ability to develop, promote and maintain excellent customer service skills.
15. Ability to exercise initiative and independent judgment.
16. Ability to work extended hours and various work schedules.
17. Ability to demonstrate a high level of sensitivity to community issues and concerns.
18. Ability to communicate efficiently and effectively both verbally and in writing.
19. Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
20. Monitor, coordinate, evaluate and oversee general effectiveness of Operations.
21. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
22. Must be willing and able to obtain additional education and training.
23. Must pass a pre-employment drug screening. Must adhere to the Nation's Drug and Alcohol-Free Workplace Policy during employment.
24. 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.

**JOB DESCRIPTION**  
**General Manager-Retail**  
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**STANDARD QUALIFICATIONS(Cont.):**

25. A valid driver's license or occupational driver's license, reliable transportation, and insurance are required. Must obtain a Wisconsin 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 Law 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.**

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**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. Master's Degree in Business Management or Administration or closely related field.
3. Five (5) years of work experience in retail management.
4. Three (3) years of management in a multi business unit experience; and/or equivalent combination of education and experience may be considered.
5. Previous sales, marketing and/or customer success leadership.

**ITEMS TO BE SUBMITTED:**

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