



Menominee Casino Resort

2nd Posting

Position On Call Switchboard Operator

Job Status On-Call

Minimum Age 18

Wage

Date Posted Thursday, February 16, 2017 8:00:00 AM

Date Closed Thursday, February 23, 2017 4:30:00 PM

FIRST POSTING: OPEN 5 DAYS AND LIMITED TO ANY ENROLLED MENOMINEE TRIBAL MEMBER. SECOND POSTING: OPEN TO THE GENERAL PUBLIC.

SUMMARY

Responsible for answering switchboard, directing calls to appropriate individuals, taking accurate messages, and delivering same. The primary responsibility of the Switchboard Operator is to fulfill the switchboard functions associated with the all facilities Menominee Casino Resort/Thunderbird Complex. Position will require individual to work independently and maintain an organized work environment. In Addition, the position will require a high level of customer service skills in dealing with public and fellow employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Answers switchboard and connects calls in a prompt, courteous manner.
- Provides efficient service in receiving and distributing calls, and messages.
- Maintains a log of phone problems, and reports any situations which need attention to the appropriate department and/or individual.
- Shall receive visitors, in person and by telephone and determine nature of business to take messages, or refer to appropriate party.
- Shall be responsible for operating the switchboard on all incoming and some outgoing calls for the Menominee Casino Resort/Thunderbird Complex.
- Shall be responsible to maintain absolute confidentiality of all written and oral communication regarding the Menominee Casino Resort/Thunderbird Complex operations and its personnel.
- Shall log all phone calls received by switchboard.
- Shall be responsible for the daily mail, which includes sorting, and stamping of all mail for the Menominee Casino Resort/Thunderbird Complex.
- Maintains a working knowledge of facilities, current and upcoming special event.
- Maintain consistent and regular attendance record.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- Experience with, or knowledge of, PBX equipment is preferred.
- Shall possess High School Diploma or its equivalent.
- One year of customer service experience preferred.
- Candidate shall have demonstrated a prove work record in previous position.
- Shall have a pleasant personality and posses the ability to interact with the public.
- Shall have knowledge of proper telephone techniques.

SPECIAL QUALIFICATIONS



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Menominee Casino Resort

- Must possess excellent communication skills, and a clear speaking voice. Ability to operate a computer, paging system, and radios.

CRIMINAL BACKGROUND MINIMUM REQUIREMENTS:

No person shall be eligible for employment at Menominee Casino Resort/Thunderbird Complex if they have been convicted, or have a pending unresolved charge of:

- Any crime which would require compliance with the reporting requirements for sex offenders pursuant to Menominee or Wisconsin law; or
- A felony conviction of any kind in the immediately preceding two year
- A crime of any kind related to gambling in the immediately preceding two years
- A crime of any kind related to theft, fraud, or misrepresentation in the immediately preceding two year;
- A crime of any kind related to crime of violence, or involving domestic violence, or a drug offense involving sale of drugs, or possession with intent to sell drugs during the immediately preceding 2 years.
- A crime of any kind related to theft, fraud, or misrepresentation in the immediately preceding two year;
- A crime of any kind related to crime of violence, or involving domestic violence, or a drug offense involving sale of drugs, or possession with intent to sell drugs during the immediately preceding 2 years.

LANGUAGE SKILLS

Ability to read, analyze, and interpret documents, such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports. Ability to speak effectively through paging system to entire property, as well as in one on one situations with customers and other employees of company.

MATHEMATICAL SKILLS

REASONING ABILITY

Ability to apply commonsense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is also regularly required to sit; and use hands to finger, handle, or feel objects, tools or controls. The employee is occasionally required to reach with hands and arms, and to sit, or balance, and stoop, kneel crouch or crawl. The employee is infrequently required to stand and walk.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Maintain physical stamina to work in a fast-paced, customer-oriented environment and deal effectively with problems or difficult situations as they arise. Present in a neat, well-groomed professional manner in accordance to company policies and procedures. Must be able to work nights, weekends, and holidays.

Non-Physical:

- Ability to deal effectively and interact well with all customers of the Menominee Casino Resort/Thunderbird Complex in all situations.
- Ability to effectively communicate verbally, and in writing. Customer relation skills are required i.e. problem solving, friendly, and outgoing.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those and employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



Menominee Casino Resort

The noise level in the work environment is usually quiet.

Other:

Must be 18 years of age or older.

Preference given to qualified Menominee or other Native American Applicants.