



## Menominee Casino Resort

### 1st Posting

**Position** Guest Services Manager

**Job Status** Full-Time

**Minimum Age** 21

### Wage

**Date Posted** Wednesday, August 16, 2017 8:00:00 AM

**Date Closed** Tuesday, August 22, 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 the successful overall management of the Player's Club, Host(s), Box Office and relevant special events on and off property.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Develops and directs Player's Club, Host(s) and Box Office operations in accordance with established company policies, budgets, procedures and specifications.
- Maintains appropriate staffing levels in Player's Club, by interviewing, selecting, training, scheduling, evaluating, promoting, disciplining and terminating Employees, as needed.
- Keeps IT Department and Marketing Director informed on problem areas and equipment needs in both Player's Club Booths and office areas. Follows through to ensure that all player tracking and player's club computer functions are working as soon as possible after problems are reported. Put all such reports in writing as well as follow up.
- Maintains liaison with Player Tracking system provider and IT Department to ensure maximum use of player tracking system. Contacts other casinos that use the same system to solve problems if adequate service is not provided by vendor. Gets promotions and programs set up within the system on a timely basis to eliminate/minimize manual handling of coupons, match plays and certificates, within the means provided by the system. See that staff has proper password clearances and authority to maximize use of system for efficient guest service.
- Facilitates the flow of information, by organizing and presiding over regularly scheduled meetings with all Player's Club Employees.
- Assists in developing operating budgets.
- Held accountable, to a high degree, for maintaining accurate and thorough departmental records and reports.
- Decides the final outcome of customer disputes involving complimentaries, when an appropriate resolution cannot be reached by a Manager or Supervisor.
- Ensures a maximum level of customer service and satisfaction in the Player's Club is achieved. Works closely with Human Resource department to ensure Guest Service Standards taught, followed and reinforced in periodic training for new hires and regular staff.
- Attends Marketing meetings as a source of knowledge concerning the participation of Player's Club Employees in upcoming promotions. May assist in drawings for major promotions as well as weekly minor drawings.
- Maintains an adequate stock of supplies for use in the Player's Club booths, as well as Player's Club-related printed material, such as brochures, for the casino. This includes promotional items.
- Assists in developing and implementing special property events for player development(Hosts) purposes.
- Interacts with high-end players to ensure their return and endorsement.
- Perform payroll duties including monitoring departmental overtime to stay within budget, submit time cards/sheets to Finance Dept. and maintain attendance and personal records for Players Club staff.
- Must maintain strict confidentiality regarding personnel matters as well as activities and operations deemed to be confidential to the casino operations.
- Responsible for maintaining a consistent, regular attendance record.



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### **SUPERVISORY RESPONSIBILITIES**

Directly supervises subordinate Supervisors, Leads and Hosts.

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

### **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**

Minimum of an Associates Degree from an accredited college or university in related field – Business Admin., Marketing and/or Hospitality. Bachelors degree preferred; or three plus years related experience and/or training in management/supervision in administration, marketing and/or hospitality; or an equivalent combination of education and experience in same. Preference given to Menominee or other Native American applicants.

### **SPECIAL QUALIFICATIONS**

Must possess excellent communication and organizational skills. Two plus marketing, sales and/or customer-service experience required, with progressive supervisory/managerial experience, preferred. Must be computer-literate.

### **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 years
- 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 years;
- A crime of any kind related to a 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 two years.

"In addition to the minimum criminal background requirements listed above, employee must meet the minimum criminal background requirements necessary to obtain a gaming license as stated in Menominee Tribal Code Chapter 347 and the Tribal Gaming Compact."

### **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 and correspondence. Ability to speak effectively before groups of customers or Employees of company.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percents.

### **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.



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While performing the duties of this job, the Employee is regularly required to talk or hear. The Employee is also regularly required to stand; walk; 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; climb or balance; and stoop, kneel, crouch or crawl.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an 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.

The noise level in the work environment is usually moderate. When on the casino floor, the noise level increases to loud.