MENOMINEE
CASINO RESORT

Menominee Casino Resort

2nd Posting

Position Front Desk Clerk/Night Auditor OPEN UNTIL FILLED

Job Status Part-Time

Minimum Age 18

Wage $10.00

Date Posted Friday, March 29, 2019 8:00:00 AM

Date Closed Friday, June 28, 2019 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 taking guest reservations and promoting the Company and ensuring optimum guest service and satisfaction. The Front Desk/Night Auditor shall be responsible for handling all front desk transactions according to hotel standards, and for completing the night audit functions between 10:30 p.m. and 6:30 a.m.. Responsible for the successful overall activities related to the Front Desk of the Hotel, ensuring smooth and efficient operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

•Answers incoming calls and in-house calls, expediting calls to the proper extensions.
•Posts and delivers calls and messages for guests; executes pages over the intercom and/or radio systems.
•Shall answer phones promptly and courteously, using a friendly voice and tone. Operates computerized program for processing hotel reservations.
•Maintains a close working relationship with all Front Desk Employees, and assists in informing prospective Hotel guests of higher room value options.
•Inputs and manually records wake-up calls for guests.
•Accesses guest information from the computer.
•Verifies accuracy of guest room confirmations; files reservations and confirmations.
•Maintains a working knowledge of room rates, types, locations, package plans, special features, information on all outlets, hours of operation, and various local attractions, in order to advise guests of same, whenever possible.
•Assists guests with the check-in process at the Hotel in a courteous and polite manner.
•Answers guest questions regarding Hotel and property facilities, events and ensures that adequate information is provided.
•Shall handle cash, check, and credit card transactions.
•Shall post and reconcile all daily activity.
•Shall maintain accurate records.
•Assists guests with checkout at the end of their stay in an efficient and timely manner.
•Handles guest complaints or concerns in a polite, courteous and efficient manner.
•Verifies accuracy of guest room confirmations; files reservations and confirmations.
•Prepares and distributes management reports to Hotel Administration and the Finance Department.
•Audits all guest records; verifies credit card approval
•Posts room and tax charges to guest accounts. Complete the Night Audit tasks and fill out proper reports correctly and accurately and have them balance. Does Bucket Checks, and duties assigned to night audit.
•Responsible for maintaining a consistent, regular attendance record.
•Ensures that the check-in and check-out process is handled in accordance.
•Ability to work in a fast paced environment.
•Shall perform other duties as assigned.

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. Shall have an acceptable work history and/or exceptional

previous work record. Shall have a pleasing personality and the ability to interact with the public in a congenial manner. Shall possess the ability to react quickly to stressful situations without losing his/her composure and conduct themselves professionally at all times. Candidate must be of good integrity, honest and trustworthy. Previous night audit and/or front desk experience a plus. Must be able to withstand a background check. Must be approved for and maintain a valid gaming license. Preference given to qualified Menominee or other Native American applicants. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Minimum Requirements: High School Diploma, GED or HSED required.
Guest service experience in any business environment.
Required three (3) months money handling experience.

SPECIAL QUALIFICATIONS

Must possess effective communication and organizational skills. Must have previous computer experience with Microsoft word, and excel. Must be at least 18 years old.

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 2 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."
•Hiring in Gaming Positon is contingent upon criminal background check.

LANGUAGE SKILLS

Ability to read and understand policy and procedure manuals. Ability to respond to common inquiries or complaints from guests

MATHEMATICAL SKILLS

Ability to perform basic math (add, subtract, and divide).

REASONING ABILITY

Ability to define problems, establishes facts, and draw conclusions.

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 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.

Occasionally the Employee may lift up to 25 lb. 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.

Must be able to stand for long periods of time. The noise level in the work environment is usually moderate.