MENOMINEE
CASINO RESORT

Menominee Casino Resort

1st Posting

Position	Slot Supervisor (Hourly)	**Job Status**	On-Call
		Minimum Age	21
Wage	$14.00		
Date Posted	Thursday, July 18, 2019 8:00:00 AM		
Date Closed	Wednesday, July 24, 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

In the absence of a Regular Slot Shift Supervisor, is responsible for filling in as Slot Supervisor to ensure maximum Guest Service and satisfaction through the organization and supervision of assigned area according to Slot Department policies and procedures and Gaming Regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Supervises the operation of all slot machines and performance of Slot floor staff in assigned areas and communicates when necessary with the Casino Shift Manager and/or Slot Manager about any Guest and/or Employee problems.
- Presence on the gaming floor is very visible during each scheduled shift.
- Responsible for the organization of assigned shift and area including; daily Employee assignments, Employee break schedules and staffing levels.
- When applicable notifies Senior and Regular Slot Technicians of repairs needed.
- Follows all policies and procedures, handbook, rules, regulations etc. that are implemented by the Menominee Casino Resort, the Slot Department and Menominee Tribal Gaming Commission.
- Regularly practices the (5) five basic service standards established by the Menominee Casino Resort.
- Meets and greets guests in manner consistent with good business practices, including handling any disputes by guests regarding slot machines, e-ticket transactions, credits, payouts and jackpots.
- Handles all Slot Department employee matters in the best interest of the Menominee Casino Resort, including assisting subordinates as needed.
- Administers discipline when warranted.
- Tests, observe and authorize the completion of all required training for new Machine Attendants.
- Serve as mentor for new Fill-in Slot Supervisors.
- Conducting hourly head counts of all guests playing slot machines and recording those counts in the approved format.
- Recording of all reasons for progressive jackpot decreases per shift.
- When necessary recording of all progressive meters on the approved format.
- Evaluate Slot Attendants and when necessary Slot Technicians due for 90 day and annual performance appraisals.
- Keeping up to date attendance records for all subordinates.
- Accurately complete all daily paperwork, including issuing W2G tax forms in CMP.
- Verification and authorizing of all progressive jackpots, taxable jackpots and manual jackpots that occur.
- Work in harmony with departments within the Menominee Casino Resort structure.
- Keeping an ample amount of supplies needed on the gaming floor.
- Promotes all departmental and property-wide promotions.
- Responsible for maintaining a consistent, regular attendance record with occasional weekends, evenings or holidays required.
- Attendance at workshops, seminars, supervisor meetings and full staff meetings are required.
- Help keep the gaming floor sections free of debris, including emptying ash trays and pushing in chairs.
- Perform any other duties as assigned by immediate supervisor.

SUPERVISORY RESPONSIBILITIES

Directly supervises Machine Attendants and Slot Technicians on assigned shift.

Carries out supervisory responsibilities in accordance with the organization's policies and procedures. Responsibilities include 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

Must have High School Diploma or its equivalency. Technical knowledge of video and slot machines preferred. Supervisory experience is ideal. Must have two (2) years experience in guest service.

SPECIAL QUALIFICATIONS

Strong computer skills required, in appropriate software. Strong organizational and communication skills required. Must be twenty-one (21) years of age or older. Must not have been convicted of a felony. Must not have been convicted of shoplifting or stealing within the last five years. Must be able to be approved for and maintain a valid gaming license. Applicant must posses a valid picture ID and Social Security Card.

CRIMINAL BACKGROUND MINIMUM REQUIREMENTS:
No person shall be eligible for employment at Menominee Casino Resort/Thunderbird complex if they have been convicted, or have an 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."
•Hiring in Gaming Positon is contingent upon criminal background check.

LANGUAGE SKILLS

Ability to read 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 Guests or Employees. Ability to follow and give instructions.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and 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 use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The Employee frequently is required to stand; walk, climb or balance; and stoop, kneel, crouch, or crawl. The Employee is occasionally required to sit.

The Employee must occasionally lift and/or move more than 50 pounds. 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.

While performing the duties of this job, the Employee regularly works near moving mechanical parts and is regularly exposed to risk of electrical shock and radiation.

The noise level in the work environment is usually loud.

Preference given to qualified Menominee or other Native American Applicants.