



Menominee Casino Resort

1st Posting

Position Guest Services Supervisor DL REQ

Job Status Full-Time

Minimum Age 18

Wage \$12.65

Date Posted Wednesday, November 13, 2019 8:00:00 AM

Date Closed Tuesday, November 19, 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 effectively coordinating and directing the activities of the Guest Services booth on assigned shift and ensuring a high level of customer satisfaction.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Coordinates and directs the activities of Guest Services Employees on assigned shift, including promotions and drawings, comping, bus rewards, coupons, matchplays, direct mail, point redemptions, setting up all programs in the Player Tracking System, making PA announcements, coat check, issuing of players club cards, and maintaining all supplies at adequate levels.
- Supervises Guest Service Representatives and Lead GSR's, to ensure smooth and efficient service is provided to customers.
- Promotes the Players Club, by assisting customers through the membership process.
- Assists Shift Managers and Casino Hosts, as needed, with Players Club related matters.
- Assists/Oversight in Motorcoach and Group tour reservations – represents or coordinates as a Group Greeter for Motorcoach/Guest Tours and provides information.
- Facilitates the flow of information throughout the department, by attending regularly scheduled departmental meetings, and conveying accurate information to Employees on assigned shift.
- Creatively resolves problems, which relate to Players Club.
- Ensures that all edits and audits of Players Club information are completed in a timely manner.
- Maintains accurate departmental records, and regularly reports relevant information to Manager or Marketing Director.
- Ensures a maximum level of customer service and satisfaction in Guest Services is achieved.
- Regularly inspects stock of Guest Services printed material, and re-stocks same, as needed.
- Assists Guest Services Manager or Marketing Director with special projects, as needed.
- Assists with training of Guest Services Employees.
- Responsible for maintaining a consistent, regular attendance record.

SUPERVISORY RESPONSIBILITIES

Directly supervises the activities of all Guest Services Employees on assigned shift.

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. Must be 21 years of age or older. Must possess a valid Driver's License. The requirements listed below are representative of the knowledge, skill, and/or ability required/preferred. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High School diploma or GED required.

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SPECIAL QUALIFICATIONS

Must possess excellent communication skills both verbal and written. Must be highly organized and able to handle multiple tasks at one time. One to three years of applicable customer-relations experience, with progressive supervisory experience, preferred. Must be familiar with, and able to operate, computers, printers, and cardpunch machines. **MUST BE KNOWLEDGEABLE OF PLAYER TRACKING SYSTEMS.**

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
- 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 Position is contingent upon criminal background check.

LANGUAGE SKILLS

Ability to read, analyze, and interpret simple documents, such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to customers and other Employees of company.

MATHEMATICAL SKILLS

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

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 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.

The Employee must frequently lift and/or move up to ten 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.

The noise level in the work environment is usually loud.