



**MENOMINEE**  
CASINO RESORT

## Menominee Casino Resort

### 2nd Posting

**Position** Pit Supervisor-Box Person

**Job Status** Part-Time

**Minimum Age** 21

**Wage** \$13.12

**Date Posted** Wednesday, November 08, 2017 8:00:00 AM

**Date Closed** Monday, January 08, 2018 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

The Pit Supervisor-Box Person is responsible for providing excellent guest service to our guests both external and internal. The position requires a high degree of integrity, professionalism, and accuracy. The Pit Supervisor-Box Person is also responsible for implementing, enforcing and ensuring all Table Games employees are in compliance with the Company's objectives and goals and Gaming regulations.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for supervising the operation of all of the table games offered at MCR.
- Must assist in the selection, training and evaluation of subordinate employees. Maintains the highest quality standards in all areas of guest service and hospitality and developing players.
- Ensures that all games move at an appropriate pace. Maintains appropriate game spread, limits and staffing. Shall supervise all Games in the Table Games Department (Black Jack, Craps, Roulette, Poker and all Specialty games offered at MCR).
- Shall be responsible for the accountability of the chips for each designated shift by maintaining a paper trail.
- Makes recommendation and suggestions to hire, transfer, suspend, promote, discharge, evaluate, assign and discipline all table games employees on assigned shift in a fair and equitable manner.
- Informs Pit Manager of all noteworthy, suspicious, or unusual activity. Facilitates the flow of information throughout the casino.
- Coach employees in his/her span of control to maintain and improve on expected levels of performance and productivity by using positive motivation.
- Is familiar with Pit accounting procedures and administrative tasks i.e., fills, credits, player tracking and board sheets, etc.
- Knowledge of local gaming laws (federal, state, and tribal, etc.).
- A thorough knowledge of all the regulations affecting the operations of the Menominee Casino Resort, i.e. compact, NIGC MICS, Tribal Internal controls, and Department manuals and/or handbooks
- Responsible for maintaining a consistent, regular and prompt attendance record.
- Shall evaluate the Table Games Operators and Multi-Games operators for efficiency while dealing as well as ensuring operators are in compliance with all Table Games Procedures and Internal Controls.
- Shall evaluate guests to determine their skill and style of play.
- Shall make Table fills/credits as needed.
- Shall monitor cash and chip transaction between operators and patrons, and ensure that operators are accurately paying out table transactions to patrons.
- Shall monitor any and all unusual activity between operators and patrons for possible collusion.
- Pass all pertinent information to management, Pit Manager, fellow Pit Supervisor-Box Persons, and/or Casino Shift Manager.
- Shall alert proper personnel of the need to remove obnoxious patrons from the premises.
- Shall continue games protection education, when it is deemed necessary by management.
- Shall have excellent guest service skills.
- Shall maintain confidentiality.
- Shall perform any other duties as assigned by Management

### SUPERVISORY RESPONSIBILITIES



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Directly supervises all T.G.O's and/or M.G.O.'s.

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.

Must be a cooperative member of our high-powered Table Games team.

**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**

High School diploma or GED and a minimum of one year verifiable experience in Table Games. Shall pass and maintain a passing grade in all Table Games offered by the Menominee Casino Resort. Shall pass and maintain a passing grade in all training offered by the Table Games and/or the Menominee Casino Resort. Must pass Pit Supervisor-Box Person training with a score of 80% or better prior to being hired. Must have the ability to effectively use Windows, Microsoft outlook, Microsoft word, excel and access. Must have the ability to effectively use AS 400, CMS, and Player tracking systems. Must have experience in employee discipline. Must have guest service training. Must maintain a passing grade in Title 31 compliance.

**SPECIAL QUALIFICATIONS**

Strong communication and interpersonal skills required. Must be Twenty-one (21) years of age or older. A home phone (and maintain a home phone number where he/she can be reached on short notice). The ability to maintain confidentiality. He/she must be able to be approved for and maintain a valid gaming license. Candidate must be of good integrity, honest, and trustworthy. Must have a good attendance record in previous position(s). Strong organizational and interpersonal skills required. Preference given to qualified Menominee applicants.

**CRIMINAL BACKGROUND 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."

\*Hiring in Gaming Position 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 of organization. Ability to speak, write and read Menominee Language is a plus.

**MATHEMATICAL SKILLS**

Ability to work with mathematical concepts such as probability and statistical implications. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations. Must pass pre-employment Pit Supervisor-Box Persons test with a score of 80% or better.

**REASONING ABILITY**



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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, reach with hands and arms; and talk or hear. The employee is required to stand for the entire shift. The Employee must be able to bend, twist and reach for an entire shift. The Employee must maintain physical stamina to work in a fast-paced, guest-oriented environment and deal effectively with problems or difficult situations as they arise. Must be able to work odd/long hours, which include weekends, holidays and evening hours.

Employee must present a neat, well-groomed professional manner and appearance in accordance with company policies and procedures.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The employee must be able to distinguish the colors of the chips used on all Table Games at MCR.

Menominee Casino Resort is a drug free work place, must be able to pass a pre-employment and/or random drug testing.

### **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.

This facility is not a smoke free environment.