



Menominee Casino Resort

2nd Posting

Position Front Desk Lead

Job Status Full-Time

Minimum Age 21

Wage \$13.00

Date Posted Thursday, May 27, 2021 8:00:00 AM

Date Closed

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 direction of Front Desk Clerk and Night Auditors of the Hotel, ensuring effective coordination of individual, group and transient arrivals, and compliance with the Company's policies.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Shall direct staff in accordance with Hotel and Casino policies.
- Shall monitor Front Desk Clerks schedule and report any attendance issues or concerns to the Front Desk Supervisor.
- Shall address guest comments or concerns during the guests stay and attend to the needs of the guests in accordance with Hotel Policy.
- Maintains procedures for credit control, handling of financial transactions, security of monies, guest security and emergency procedures.
- Shall work with the Housekeeping department in the event that the Housekeeping lead, Housekeeping Supervisor Front Desk Supervisor, and Assistant Hotel Manager are not available.
- Communicates with other departments to ensure proper handling of guests and groups.
- Facilitates the flow of information throughout the property, by pre-shift meetings.
- Ensures the Front Desk Staff are following all policies of MCR, Gaming Commission TICS, state and federal laws and staff are in proper uniform.
- 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.
- Shall be responsible to maintain absolute confidentiality of all written and verbal information and communication regarding the hotel and its personnel.
- 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.
- 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 given.
- Shall handle cash, check, and credit card transactions.
- Shall post and reconcile all daily activity.
- Shall maintain accurate records.
- 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.



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- Responsible for maintaining a consistent, regular attendance record.
- Ensures that the check-in and check-out process is handled in accordance.
- 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.
- Ability to work in a fast paced environment.
- Shall preform any other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

Directly lead the activities of all Employees who work in the Front Desk area of the Hotel Carries out lead responsibilities in accordance with the organization's policies and applicable laws.

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 at least six (6) months proven abilities of Hotel Front Desk experience and/or proven abilities, which may include management/supervision experience. Must deal with various situations in a positive manner, and shall possess the ability to react quickly to stressful situations without losing composure. Must be at least 21 years of age or older. Must be able to work unusual hours, days, nights, weekends, and holidays. Must b able to with stand a background check. 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

High School diploma or GED required. Minimum of six months prior Hotel experience, preferably in Front Desk Operations.

SPECIAL QUALIFICATIONS

Must possess effective communication and organizational skills.

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 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 and understand financial reports, policy and procedure manuals, and technical instructions. Ability to respond to common inquiries or complaints from guests, regulatory agencies, or members of the business community.

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 reasoning to a variety of situations.

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



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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. This position also includes lifting up to 25 pounds during various functions of the job.

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.