Menominee Casino Resort

2nd Posting

Position	Machine Attendant	**Job Status**	Part-Time
		Minimum Age	18
Wage	$12.00 + TIPS		
Date Posted	Tuesday, June 01, 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 providing friendly efficient service to all Slot Guests and ensures slot machines are monitored on a continual basis for full capacity operation.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintain a friendly, courteous and professional demeanor at all times.
- Clearly communicate with guests, co-workers and supervisor(s).
- Take and follow directives with minimal supervision.
- Monitors the operation of assigned slot machines and participates in payout of manual jackpots in accordance with policy.
- Correctly follows policies and procedures, including handbooks, rules and regulations etc. that are implemented by the Menominee Casino Resort, Slot Department and Gaming Commission.
- Regularly practices the (5) five basic service standards established by the Menominee Casino Resort.
- Ensures the continuous operation of slot machines on the gaming floor by troubleshooting, removing bill or paper jams, doing paper fills or making any other authorized mechanical repairs that may arise.
- Properly complete established paperwork for machines as needed and submits them to the proper personnel as required.
- Legibly signs and logs in the machine logbook all mechanical difficulties, machine door opens and any other reason(s) for entering a slot machine.
- Alerts proper personnel for any machine infractions by guests.
- Promotes positive customer relations and assist guests when they have questions regarding machines and/or promotions.
- Provides proper slot machine ‘eye’ coverage and assist co-workers when needed.
- Helps train and functions as a mentor for new Slot Department Employees.
- Responsible for maintaining a consistent, regular attendance record with occasional weekends, evenings or holidays required.
- Attendance at workshops, seminars and monthly staff meetings are required.
- Help keep the gaming floor sections free of debris, including emptying ash trays and pushing in chairs.
- May 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.
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. Must have at least 6 months experience working with customers and/or the general public. At least 6 months of Money handling experience required. Experience and/or education working with machinery or electronics are a plus.

SPECIAL QUALIFICATIONS

Strong interpersonal skills required. Must have own phone or at least a telephone number where candidate can be reached on a consistent basis. Must be eighteen (18) years of age or older. Must not have been convicted of a felony. 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 comprehend simple instructions, short correspondence, and memos. Ability to effectively present information in one-on-one and group situations to Guests and co-workers.

MATHEMATICAL SKILLS

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money.

REASONING ABILITY

Ability to apply commonsense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized 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 essential functions.
While performing the duties of this job, the Employee is regularly required to stand; walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear.
The Employee must frequently lift and/or move 10 to 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.
The noise level in the work environment is usually loud.

Preference given to qualified Menominee or other Native American Applicants.