



Menominee Casino Resort

2nd POSTING

Position: FIR SUPPORT STAFF

Job Status: Part-Time

Wage: 15.00

Minimum Age: 18

Date Posted: Wednesday March 18, 2026, 8:00 AM

Date Closed: Wednesday April 1, 2026, 4:30 PM

FIRST POSTING: OPEN 5 DAYS AND LIMITED TO ANY ENROLLED MENOMINEE TRIBAL MEMBER. SECOND POSTING: OPEN TO THE GENERAL PUBLIC.

SUMMARY

Responsible for providing the guests with a delightful dining experience from the initial reception until the final good-by in accordance with MCR/TBC high standards of Guest Service.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Shall act as cashier when needed.
- Shall be responsible to supervise all areas within Catering/Food and Beverage
- Shall assist in the execution of banquet events or execute banquet events on own when needed.
- Shall complete performance appraisals.
- Shall be able to oversee Banquet set-ups and schedule wait staff accordingly.
- Shall understand Hotel, Sales, and POS systems.
- Shall be able to create BEO's in the absence of the Sales & Catering Clerk.
- Shall input and complete weekly payroll.
- Shall process recognition/rewards as appropriate as well as disciplinary actions for staff.
- Shall hire, and train staff, as appropriate.
- Shall be responsible for overseeing on-shift training, scheduling, and overall supervision of assigned staff.
- Shall provide departmental orientation of all new employees and monitor their training and feedback sessions.
- Shall develop and post all new schedules for each week, after they are approved.
- Shall check Open Report frequently during shift.
- Shall be familiar with emergency programming procedures to keep POS System online.
- Shall maintain all required records and reports.
- Responsible to complete the payment of catering events and processing advance deposits and final payments for catering events.
- Shall have pre-shift meetings and post event information.
- Shall coordinate activities with current staff.
- Shall maintain the highest standards of service, health, sanitation, and safety for all shift personnel and Guests.
- Shall promote positive public relations, employee relations and promotions to generate repeat business.
- Shall enforce and comply with all Federal, State, Local laws and Internal Controls relating to the Dining Room operations.
- Shall ensure Convention Center Ballroom and Kitchen closing duties are complete.
- Shall ensure all paperwork is turned into the Sales & Catering Office including Tip slips and work, shift exchanges.
- Shall record all schedule changes on the posted schedules and notify appropriate personnel.
- Shall control and monitor all labor costs on each shift and help with approving time in the MCR/TC Time & Attendance program.



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- Shall ensure timely and accurate distribution of Banquet Event Orders (BEO's).
- Shall participate in the weekly BEO meeting.
- Shall be responsible for monthly inventory counts for the FOH (alcohol, soda, dry goods).
- Shall be responsible for maintaining the FOH catering equipment, smallware, and glassware inventory.
- Shall do create Supervisor Reports for each shift to provide feedback and recap the shift. Utilize the pass down log to commutate information to other Supervisors and the staff.
- Shall perform any other duties as assigned.

QUALIFICATION REQUIREMENTS

To perform this job successfully, and 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 be at least 18 years of age. Must be able to work unusual hours, days, nights, weekends, and holidays. Must be able to withstand a background check. Preference given to qualified Menominee or other Native American applicants.

EDUCATION and/or EXPERIENCE

High school diploma or GED required. At least six months of previous experience is required. Good verifiable work history necessary. Must be TIPS certified within 90 days of employment.

SPECIAL QUALIFICATIONS

Strong organizational and interpersonal skills required.

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.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instruction, and procedure manual.

MATHEMATICAL SKILLS

Basic math skills, including the ability to apply concepts such as fractions, percentages, and proportions to practical situations.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by and 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 hand to finger, handle, or fell objects, reach with hands and arms, talk, and hear. The employee frequently is required to stand and walk.



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The employee must regularly lift and/or move up to 100 pounds, frequently lift and/or move up to 50 pounds, and occasionally lift and/or move more than 100 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 moderate. Depending on station, the noise level can increase to loud.