



## Menominee Casino Resort

### 1<sup>st</sup> Posting

**Position:** Group Sales Coordinator

**Job Status:** Full-Time

**Minimum Age:** 21

**Wage:** *Based on Education and experience*

**Date Posted:** Wednesday, May 6, 2026, 8:00 AM

**Date Closed:** Friday, May 12, 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**

The Group Sales Coordinator supports the hotel's sales team by managing the group's booking process, coordinating sales activities, maintaining client relationships, and ensuring all administrative and logistical aspects of group events and contracts are handled efficiently. This role acts as a liaison between clients and hotel departments to deliver seamless group experiences while maximizing revenue opportunities.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Answer and manage incoming phone calls promptly and professionally, directing inquiries appropriately and providing excellent customer service to potential and existing Guests.
- Handle telephone inquiries related to group bookings, event details, and general sales questions, ensuring accurate and courteous communication.
- Acts as a resource to guests and employees by maintaining a working knowledge of the company's facilities, special events, promotions, F2P, player's club, and advising guests of the same, whenever possible.
- Handle website initial inquiries and assist in creating proposals for prospects regarding event spaces, guestroom blocks, dining options, and amenities.
- Monitor group sales inbox and voicemail; respond promptly to inquiries.
- Manage group booking contracts, coordinate deposits, rooming lists, and special requests with relevant hotel departments.
- Maintain accurate sales records, update Guest information in Opera and prepares group resumes and pick-up reports.
- Serve as the primary point of contact for group clients, ensuring timely communication and exceptional customer service throughout the sales and event process.
- Coordinates group details with front office, housekeeping, catering, and event staff to ensure smooth group arrivals and departures to include F2P.
- Generates sales reports, production reports, and other performance metrics.
- Communicates group details, special requests, and VIP arrangements with operations departments.
- Follows up with previous guests for rebooking opportunities.
- Assist with site inspections, Guest meetings, event planning logistics, and coordinating cross-departmental efforts.
- Shall be able to work Monday – Friday and special events as needed.
- Attend pre-convention meetings and represent the hotel during Guest site visits or events when needed.
- Any other duties assigned by the Hotel Manager.

### **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 an acceptable work history and/or exceptional previous work record. Shall have a pleasing personality and the ability to interact with the public in a congenial manner. Shall possess the ability to react quickly to stressful situations without losing his/her composure and always



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conduct themselves professionally. Candidate must be of good integrity, honest and trustworthy. Previous Group Sales experience a plus. Must be able to withstand a background check. Must be approved for and maintain a valid gaming license. Preference given to qualified Menominee or other Native American applicants. Must be 21 years of age or older. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

Minimum Education: High School Diploma or equivalence.

Experience: Shall have five (5) or more years of administrative/office experience. Six (6) months experience in hospitality/group sales in a hotel conference center environment. Must have a working knowledge of calculator, computer programs-Excel (spread sheets), Power Point and Microsoft Work and be able to create word documents.

### **SPECIAL QUALIFICATIONS**

- Self-starting personality with an even disposition.
- Maintain a professional appearance and manner at all times.
- Be able to effectively communicate with guests and team members.
- Must be willing to "pitch-in" and help co-workers with their job duties and be a team player.
- Ability to effectively deal with internal and external Guests. Previous hotel reservations or group housing experience preferred.
- Strong attention to detail, organization, and Guest service skills.
- Ability to manage multiple priorities in a fast-paced hospitality environment.

### **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; 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 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 and understand policy and procedure manuals. Ability to respond to common inquiries or complaints from guests.

### **MATHEMATICAL SKILLS**

Ability to perform basic math (add, subtract, and divide).

### **REASONING ABILITY**

Ability to define problems, establishes facts, and draw conclusions.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an Employee to successfully perform



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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.

Occasionally the Employee may lift up to 25 lb. 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.

Must be able to stand for long periods of time. The noise level in the work environment is usually moderate.