



## Menominee Casino Resort

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

**Position:** Hotel Manager

**Job Status:** Full-Time

**Minimum Age:** 21

**Wage:** *Negotiable, based on education & experience*

**Date Posted:** Wednesday, May 27, 2026, 8:00 AM

**Date Closed:** Tuesday, June 2, 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 Hotel Manager is responsible for the overall daily operation, guest experience, and financial performance of the hotel and leads the front desk and housekeeping operations. This position ensures seamless coordination between hotel operations, casino services, hotel maintenance, and convention/event activities to deliver exceptional guest service, maximize occupancy and revenue, and maintain operational efficiency.

Must have ability to render levelheaded and sound business decisions in stressful or emergency conditions to maintain adequate control of give situations. Shall be able to work unusual hours, days, nights, weekends, and holidays. The Manager shall be responsible to support the overall vision and direction of all Hotel activities in alignment with the Mission, Vision and objectives of the company and in full accordance with all Operational Policies and Procedures, and Gaming Regulations.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Shall develop and implement an effective strategy of organization for the Hotel, coordinating with all levels of Hotel Management, as well as the Hospitality Director, to determine objectives for future growth and expansion.
- Shall generate, through proper supervision of assigned areas, projected revenue levels and consistent guest satisfaction.
- Shall establish operational unity among all divisions and departments of the hotel, as well as standards for performance, service to patrons, room rates, advertising, publicity, credit, food selection and service, and type of patronage to be solicited.
- Shall allocate funds, authorize expenditures, in planning budgets for all departments within the Hotel.
- Shall provide guidance and support of department heads in operational and financial issues.
- Shall work with Hotel Supervisors to analyze service and general operations of all departments in the Hotel on a daily basis, giving feedback and offering direction, as needed.
- Ensures proper use of the property management system (PMS) and other hospitality technology systems.
- Manages room availability for casino VIPs, group blocks, and convention attendees.
- Shall monitor room inventory, occupancy, and rate management in coordination with revenue management.
- Shall identify opportunities to maximize hotel revenue through strategic inventory management.
- Monitors all departmental costs including labor, rentals, and controllable costs.
- Shall analyze performance metrics including, Occupancy, Average Daily Rate (ADR), Revenue Per Available Room (RevPAR), and guest satisfaction.
- Shall maintain a working knowledge of marketing principles and market segments, in order to assist Supervisors in establishing selling strategies to meet the marketing needs of the Hotel.
- Shall establish and maintain an appropriate level of community involvement.
- Shall ensure a maximum level of service and satisfaction throughout the hotel is achieved and maintained.
- Shall ensure exceptional service standards for all hotel guests including casino players, leisure travelers, and convention attendees.



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- Shall address and resolve guest concerns or service recovery situations promptly.
- Shall facilitate the flow of information, organizing and presiding over regularly scheduled meetings with the Hotel Front Desk and Housekeeping Supervisors.
- Shall foster a positive team culture focused on hospitality, accountability, and collaboration.
- Shall ensure staff scheduling aligns with business levels and major events affecting the hotel.
- Held accountable to the highest degree, for accuracy and thoroughness of hotel records and reports
- Maintains various departmental logs and reports, creates a monthly Executive Summary for the Hotel.
- Shall maintain adequate staffing levels by interviewing, selecting, training, scheduling, evaluating, assisting with career development, promoting, disciplining and terminating employees as needed.
- Shall prepare financial forecasts, monitor Hotel budgets, to ensure effective cost-control.
- Maintains safety, sanitation, and security protocols throughout the hotel.
- Responsible for maintaining a consistent, regular attendance record.
- Shall perform other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

Directly supervises the activities of the Hotel Management staff and indirectly supervises the activities of employees throughout the Hotel.

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.

### **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. Must be at least 21 years of age or older.

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

#### **Minimum:**

High School Diploma (or HSED) or GED.

Five years of progressive hotel operations experience.

2-3 years in a hotel leadership or management role.

#### **Preferred:**

Bachelor's degree in Hospitality Management, Business Administration, or related field from a four-year college.

Experience in a resort, casino hotel, or convention center environment.

### **SPECIAL QUALIFICATIONS**

Strong knowledge of hotel operations including front desk and housekeeping. Experience working with a property management system (PMS) such as OPERA or similar systems. Must possess excellent communication, organizational, leadership, and analytical skills. Ability to understand and manage the in-depth intricacies of the Sales, Engineering, Housekeeping, Laundry and Front Desk Divisions 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 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, 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.



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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, analyze, and interpret the most complex of documents, such as technical journals, financial reports and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information to top management, public groups.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals, and work with mathematical concepts such as probability and statistical inference.

### **REASONING ABILITY**

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 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.

### **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. When on the casino floor, the noise level increases to loud.