



Menominee Casino Resort

1st Posting

Position: Training & Development Specialist

Job Status: Full-Time

Minimum Age: 21

Wage: \$21/hour

Date Posted: Friday June 19, 2026, 8:00 AM

Date Closed: Thursday June 25, 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 Training & Development Specialist is responsible for developing, coordinating, and facilitating organizational training and employee development initiatives for Menominee Casino Resort and Thunderbird Complex. This position supports operational excellence through onboarding, compliance training, leadership development, guest service initiatives, and continuous learning programs designed to improve employee performance, engagement, and organizational culture.

The Training & Development Specialist works collaboratively with all departments to identify training needs, develop effective learning solutions, and ensure employees receive the knowledge, resources, and support necessary to perform successfully within a tribal gaming environment. This role also assists in promoting regulatory compliance, operational consistency, leadership growth, and employee retention through structured training and development programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Coordinate with and facilitate new employee orientation and onboarding programs with Human Resource Department.
- Develop, organize, and conduct training programs related to guest service, leadership development, compliance, safety, operational procedures, and professional development.
- Partner with department leadership to assess training needs and identify performance improvement opportunities.
- Assist departments in developing standardized operating procedures, training materials, and departmental training guides.
- Create and maintain training manuals, presentations, job aids, facilitator guides, and e-learning resources.
- Utilize adult learning principles and modern instructional techniques to improve employee engagement and retention.
- Coordinate and track required compliance-related training, certifications, and recertifications.
- Maintain accurate training records, attendance logs, certifications, and development documentation.
- Assist with implementation and administration of Learning Management Systems (LMS) or other training tracking systems.
- Support leadership development initiatives for supervisors, managers, and emerging leaders.
- Conduct follow-up evaluations to measure training effectiveness and identify areas for continuous improvement.
- Provide coaching and developmental support to employees and department trainers.
- Promote organizational culture, communication, and service standards through training initiatives.
- Coordinate internal training calendars and communicate upcoming training opportunities.
- Research external training resources, vendors, and educational opportunities to support operational and organizational goals.
- Assist with employee engagement initiatives and organizational development projects.



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- Maintain confidentiality of sensitive employee and organizational information.
- Ensure training practices align with applicable Tribal Gaming Regulations, internal controls, organizational policies, and compliance standards.
- Prepare reports and training summaries for executive leadership as requested.
- Participate in special projects, committees, and organizational initiatives as assigned.
- Must be able to work flexible hours including evenings, weekends, and holidays as operationally necessary.
- Perform other duties as assigned by General 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

1. Bachelor's degree from a four-year college or university or four to six years related experience and/or training specifically related to the Casino Industry; or an equivalent of education and experience related to the Casino Industry.
2. Three or more year's supervisory experience.
3. Strong knowledge of casino operations including Slots, Table Games, and player services.
4. Computer experience required.
5. Working knowledge of Tribal Gaming regulations, internal controls, and compliance standards.
6. Excellent problem-solving and decision-making abilities in fast-paced environment.
7. Strong communication and interpersonal skills.
8. Ability to handle high-pressure situations with professionalism and composure.
9. Candidates must be at least 21 years of age or older.
10. Preference given to qualified Menominee or other Native American applicants.

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 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, analyze, and interpret documents, such as policies & procedures, financial reports, and legal documents. Ability to respond to common inquiries or complaints from guests, regulatory agencies, or members of the business community. Ability to effectively present information to top management, and public groups.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY:



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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 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. Shall be able to lift 25 pounds occasionally.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation 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 too loud.