



## Menominee Casino Resort

### 2nd Posting

**Position** Cashier-Thunderbird

**Job Status** Part-Time

**Minimum Age** 21

**Wage** \$13.00

**Date Posted** Wednesday, January 26, 2022 12:00:00 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 Menominee Casino Thunderbird's convenience store customers an outstanding retail experience. The Convenience Store Cashier performs a variety of retail functions which derive the highest levels of customer service including completing sales transactions, stocking merchandise, maintaining store appearance, and promoting the sale of products, goods, and services thereby ensuring that consistent revenue are generated at the Menominee Casino and Thunderbird Complex.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Perform front-end cashier duties including operation of cash register and gas management systems
  - o Receive payments for product sold by money, checks, electronic payments, vouchers, and coupons from the customer and make correct change and assure the security of the cash drawer at all times
  - o Issue receipts to customers for products bought; make necessary refunds, credits, or change to customers
  - o Monitor gasoline tank inventory and contact vendor when gas delivery is needed
  - o Authorize and check how much fuel a customer has bought, using a computerized display screen
- Provide cheerful, prompt, efficient, friendly, and courteous Customer Service
  - o Greet customers as they enter the store premises and also as they step out
  - o Effectively interact with Director, Supervisors, fellow employees, and MCR staff
  - o Suggest possible purchases to the customer and promote store specials and Thunderbird Club promotions and specials
- Stock, organize, and rotate product on shelves, coolers/merchandisers, and counter areas for optimal retail
- Maintain the store appearance
  - o Maintain cleanliness of both shelves, work areas, service counter, restrooms, and facilities
  - o Create and set up displays of merchandise
- Receive, store, stock, and inventory merchandise
  - o Check product in as it is delivered from vendors. Enter arriving stock into POS system. Verify accuracy of delivery and condition of product received
  - o Assist with store inventory count
  - o Ensure proper inventory control by maintaining accurate records of merchandise sold, stock on hand, and merchandise transported from storage
- Perform opening and closing duties and reports
  - o Prepare shift report accurately
  - o Balance daily financial transaction and maintain accuracy throughout all phases of the balancing process.
  - o Verify opening and closing inventory
  - o Communicate important and relevant information to supervisor and for shift change
- Practice Safety, Health, Food Handling, and Loss Prevention Procedures
  - o Monitor customer flow to lessen the potential of theft. Monitor all guests' activities inside and outside of the Thunderbird Complex.
  - o Adhere to state and/or federal tobacco and alcohol sales laws. Verify the age of customers when selling alcohol or tobacco products
  - o Observe customers as they are fueling to prevent a drive-off before it happens and be able to report a drive-off if it happens
  - o Responsible for proper food handling, health policies, and sanitation by following appropriate policies and procedures
- Assists with training of Cashiers as needed
- Becomes familiar with all MCR and Thunderbird Complex items, inventory, services, events, and promotions, and provides assistance and information to guests



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- Responsible for maintaining a consistent, regular attendance record
- Responsible accountable for all variances
- Accountable to a high degree for accuracy and thoroughness of Thunderbird Complex records and reports
- Perform other retail duties and responsibilities as assigned by the supervisor.

### QUALIFICATION REQUIREMENTS

Applicant must have successfully completed a math test and pass with a score of 70% or better. 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. Must be twenty-one (21) years of age or older

Workdays may include weekdays, weekends and holidays. Employee must be available weekends, evening shift, holidays, and unusual hours. Must attend mandatory meetings. Wear required uniform. 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. Three (3) months experience in cash handling and guest service is required.

### SPECIAL QUALIFICATIONS

Ability to work independently, self-motivated, and possesses effective communication skills.

Must be TIPS certified within 90 days of employment.

Operate with minimal Supervision.

Resolve all Guest complaints and disputes to the best of your ability.

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.

### LANGUAGE SKILLS

Ability to read, analyzes, and interprets documents, such as safety rules, operating and maintenance instructions, and procedure manuals.

### MATHEMATICAL SKILLS

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

### REASONING ABILITY

Ability to apply commonsense understanding to carry out instructions furnished in written, oral or diagram form.

### 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 required to reach with hands and arms, and to sit; climb or balance; and stoop, kneel, crouch or crawl. Employee must be able to lift 50 lbs occasionally. 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 low.