



## Menominee Casino Resort

### 2nd Posting

**Position** Bingo Supervisor (Hourly)

**Job Status** Full-Time  
**Minimum Age** 18

**Wage** \$15.65

**Date Posted** Tuesday, November 15, 2022 8:00:00 AM

**Date Closed** Monday, November 28, 2022 4:30:00 PM

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

### SUMMARY

The position of supervisor shall be responsible for the operation of the bingo floor during bingo sessions and to monitor all cash transactions, selling of merchandise and keeping daily reports on all transactions. Specifically he/she shall be responsible for the following:

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for the training and equitable treatment of all Bingo Department employees.
- Promote positive customer relations.
- Ensures the efficient operation of the Bingo Department.
- Resolves any customer complaints or disputes in a prompt and courteous manner.
- Assists Bingo Manager in selecting, counseling and terminating employees as required.
- Knowledge of local jurisdiction gaming laws (federal, state, etc.) and attendant regulations as well as the Company's internal controls, policies and procedures.
- Ensure compliance with all policies and procedures.
- Responsible for maintaining a consistent, regular attendance record while in position.
- Responsible for the computer system (EPIC) and the operation of the electronic games.
- Responsible for verifying and preparing the jackpot payouts. Which shall include tax forms, Federal and State taxable winnings calculations, copies and check writing.
- Responsible for ensuring that the Guest are kept well informed of all promotions and bingo game schedule by conducting daily pre-shift meetings.
- Responsible for performing any other duties assigned by immediate supervisor.

### SUPERVISORY RESPONSIBILITIES

Supervises all Bingo staff members on assigned shift.

Carries out supervisory responsibilities in accordance with the organization's policies and procedures. Responsibilities include assisting with interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.



**MENOMINEE**  
CASINO RESORT

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### 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

High School diploma or GED required. Some college or equivalent experience preferred. Experience in bingo operations preferred but not necessary. One year Supervisory experience is preferred but not required.

### 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 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 relate 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 drug, 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 instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of Guest or employees of organization.

### MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference.

### REASONING ABILITY

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

### 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 use hands to finger, handle, or feel objects, reach with hands and arms; and talk or hear. The Employee frequently is required to stand and walk.

### 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 loud and smoke filled atmosphere.