



**MENOMINEE**  
CASINO RESORT

## Menominee Casino Resort

### 2nd Posting

**Position** Thunderbird Supervisor (Hourly)

**Job Status** Full-Time

**Minimum Age** 25

**Wage** \$16.00

**Date Posted** Friday, August 18, 2023 8:00:00 AM

**Date Closed** Monday, September 18, 2023 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

Supervisor is responsible to oversee the Thunderbird Complex in accordance with company policies & procedures and gaming regulations. The Thunderbird Supervisor shall be responsible for ensuring an efficient operation during the assigned shift, which may require in excess of 40 hours per week. Shall be able to work unusual hours, days, nights, and holiday.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for supervision of all areas within the Thunderbird Complex.
- Shall be responsible for all supervisory duties such as hiring, separations, training, performance appraisals, schedules, drafting operational policies for Thunderbird complex.
- Shall be responsible to assist Thunderbird Complex Director in creating annual operating budget and forecasting revenues for the complex.
- Shall become familiar with the emergency plans of the operation and be able to put these plans into action.
- Shall work cooperatively with any Menominee Casino Resort personnel required as necessary in obtaining needed resources to ensure an efficient operation.
- Assist in developing policy and planning for the establishment of all operational objectives.
- Shall enforce and comply with all Federal, State, Local laws and Internal Controls relating to the Thunderbird Complex operations.
- Shall maintain the highest standards of service, health, sanitation, and safety standards for all shift personnel and Guests.
- Shall promote positive public relations, employee relations and promotions to generate repeat business.
- Reports to Thunderbird Director any issues, related problems or concerns that may arise during assigned shift.
- Shall assist in warning or ejecting persons from the Thunderbird Complex who are causing a disturbance and may call the local police department for assistance. Must notify the Casino Shift Manager and Casino surveillance Department after ejecting or calling the local police department.
- Shall oversee payouts of any prizes or awards related any marketing activities generated by either the thunderbird complex or Menominee Casino Resort and ensure that all rules, regulations and proper documentations are completed.
- Shall maintain/provide accurate records and reports as required; check Open Report frequently during shift; and maintain invoices and transfers in an accurate filing system.
- Shall be familiar with emergency programming procedures to keep POS on line.
- Shall control and monitor all labor costs on each shift.
- Shall oversee all aspects of the Thunderbird Complex ensuring that the opening and closing duties are completed.
- Shall transport any documents, items, or funds as needed to or from the Thunderbird Complex and Menominee Casino Resort.
- Participates in month end inventories, reviews tally sheets to ensure that they have been entered correctly.
- Responsible for the daily inspection of all products to the complex which includes food and beverage products to insure that they meet Company specifications.
- Follows proper procedures for processing invoices.
- Verify all items invoiced for Thunderbird Complex are of proper quality and quantity.
- Shall ensure that all inventories and assets are properly stored and secured in accordance with any policies, procedures, or regulations as required.
- Shall act in the capacity of Cashier on an as needed basis and fill in where needed.



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## Menominee Casino Resort

- Shall perform any other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

Responsible for the direct supervision of the operation of the Thunderbird Complex employees.

Carries out supervisory responsibilities in accordance with the Complex policies & procedures and applicable laws. Responsibilities include interviewing, hiring, and monitoring training of 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.

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

- Minimum – A minimum of 3 years experience of high volume hospitality, gaming, or retail experience. Some post high school education is preferred.
- Must know how to read, interpret and enter proper financial information to daily, monthly and yearly business documents and complete monthly reports to MIGA Board that includes trends.
- Must be at least 25 years of age or older.
- Must be able to work unusual hours, days, nights, weekends, and holidays.
- Must be able to withstand a background check.
- 82-10 Preference is given to qualified Menominee or other Native American Applicants.

### **SPECIAL QUALIFICATIONS**

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Strong interpersonal and communication skills required.

Must have a valid Wisconsin driver's license with a good record and meet eligibility requirements for Menominee Indian Tribe of Wisconsin's Approved Driver's List.

Serv Safe certificate within 90 days of employment.

TIPS training required within 90 days and/or Bartenders License

PASS certificate within 90 days of employment.

Must possess computer skills and knowledgeable in Windows 2003 – 07 and Microsoft Excel.

### **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 the Menominee Tribal Code Chapter 347 and the Tribal Gaming Compact."

\*Hiring in Gaming Position is contingent upon criminal background check.\*



## Menominee Casino Resort

### **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instruction, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of guests or employees of Complex.

### **MATHEMATICAL SKILLS**

Verifiable ability to work with mathematical concepts. Verifiable ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

### **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 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. Must be able to lift 40 lbs on a regular basis and up to 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 moderate however can increase to loud.