



Menominee Casino Resort

1st Posting

Position Front Desk Supervisor (Hourly)

Job Status Full-Time

Minimum Age 21

Wage \$17.65

Date Posted Wednesday, September 20, 2023 8:00:00 AM

Date Closed Tuesday, September 26, 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

Responsible for the successful overall coordination and direction of all activities related to the Front Desk of the Hotel, ensuring effective coordination in supervising all group and transient arrivals, and compliance with the Company's policies.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Creates, develops and implements an effective strategy of organization for the Front Desk of the Hotel, ensuring maximum guest service and satisfaction to Triple AAA 3 Diamond Standards.
- Achieves budgeted revenues and expenses, and maximizes profitability related to guest services.
- Manages the room inventory function through the hotel's PMS system to maintain highest possible room occupancy, and average daily rate.
- Maintains procedures for credit control, handling of financial transactions, security of monies, guest security and emergency procedures. Reviews all paperwork deviations with Front Desk Staff.
- Guides and supports Front Desk Clerks in daily responsibilities. Helps out at the Front Desk when needed.
- Reviews departmental guest complaints, ensuring corrective actions are taken, including communicating resolution to guests by phone and email. Review complaints and resolutions with the Hotel Manager.
- Prepares various departmental reports, including the daily forecast of arrivals and departures and any reports as assigned.
- Communicates with other departments to ensure proper handling of guests and groups.
- Facilitates the flow of information throughout the property, by organizing and presiding over regularly scheduled meetings with the Front Desk Employees.
- Maintains adequate staffing levels in the Front Desk area, by interviewing, selecting, training, scheduling, evaluating, assisting with career development, promoting, disciplining and terminating Employees, as needed.
- Ensures the Front Desk Staff are following all policies of MCR, Gaming Commission TICS, state and federal laws and staff are in proper uniform.
- Maintains a working knowledge of room rates, types, locations, package plans, special features, information on all outlets, hours of operation, and various local attractions, in order to advise guests of same, whenever possible.
- They will coordinates and oversee all group business. Prepares group contracts and communicates group billing instructions to the Front Desk Staff. Provides arrival and departure information on groups to the Front Desk Staff. Provides arrival and departure information on groups.
- Shall be responsible to maintain absolute confidentiality of all written and verbal information and communication regarding the hotel and its personnel.
- Monitors group billing set-ups and master account charges with the Hotel Manager.
- Prepares a monthly report for the Hotel Manager.
- Responsible for maintaining a consistent, regular attendance record.
- Shall be responsible to maintain an inventory control of keys according to TICS. Also maintain an adequate supply for the Front Desk and Guests and order according to budget.
- Shall perform any other duties as assigned.

SUPERVISORY RESPONSIBILITIES



MENOMINEE
CASINO RESORT

Menominee Casino Resort

Directly supervises the activities of all Employees who work in the Front Desk area of 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. Shall have at least six (6) months proven abilities of Hotel Front Desk experience and/or proven abilities, which may include management/supervision experience. Must deal with various situations in a positive manner, and shall possess the ability to react quickly to stressful situations without losing composure. Must be at least 21 years of age or older. Must be able to work unusual hours, days, nights, weekends, and holidays. Must be able to take calls from the resort in cases of emergency or to answer questions and/or give direction. Must be able to with stand a background check. Preference given to qualified Menominee or other Native American Applicants. 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. Shall have at least six (6) months proven abilities of Hotel Front Desk experience and/or proven abilities, which may include management/supervision experience.

SPECIAL QUALIFICATIONS

Must possess effective communication and organizational skills.

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.

Hiring in Gaming Position is contingent upon criminal background check.

"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 and understand financial reports, policy and procedure manuals, and technical instructions. Ability to respond to common inquiries or complaints from guests, regulatory agencies, or members of the business community.

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 reasoning to a variety of situations.

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



MENOMINEE
CASINO RESORT

Menominee Casino Resort

include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. This position also includes lifting up to 25 pounds during various functions of the job.

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.