



**MENOMINEE**  
CASINO RESORT

## Menominee Casino Resort

### 2nd Posting

**Position** Casino Shift Manager(Non-Exempt)

**Job Status** On-Call

**Minimum Age** 21

**Wage** \$20.53+ (based on Experience)

**Date Posted** Thursday, November 02, 2023 8:00:00 AM

**Date Closed** Thursday, November 30, 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

Fully responsible for ensuring the overall efficient Casino operations during assigned shift within company policy and controls and in accordance with the highest level of customer service. The Casino Shift Manager shall be responsible for the Casino Floor operations, which may require in excess of 40 hours per week. Must have ability to render levelheaded and sound business decisions in a stressful or emergency situation to maintain adequate control of give situation. Shall be able to work unusual hours, days, nights, weekends, and holidays.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assist in developing policy and planning for the establishment of all operational objectives.
- Ensure implementation and execution of all Company policies.
- Reports to management any issues that arise during assigned shift.
- Reports to management any employee related problems or concerns that may arise.
- Resolves customer complaints in a prompt and courteous manner.
- Ensure that all customers are satisfied with their experience at the Casino.
- Knowledgeable of local jurisdiction gaming laws (federal, state, etc.) and attendant regulations as well as internal controls, policies, and procedure.
- Responsible for maintaining a consistent, regular attendance record.
- Shall be responsible for the supervision of personnel and operation of the Menominee Casino Resort/Thunderbird complex
- Shall assist in warning or ejecting persons from the Menominee Casino Resort Buildings and Property who are causing a disturbance and may call the local police department for assistance.
- Shall assist in monitoring the payouts on the tables and/or machines, to ensure that proper amounts are being paid to customers.
- Shall handle all disputes that may arise and settle disputes in a manner that expresses good customer service as well as ensuring that the best interest of the operation is considered at all times.
- Shall become familiar with the emergency plans of the operation and be able to put these plans into action.
- Shall be responsible for controlling labor cost for the operation by adjusting daily work force based on customer volume through the cooperation and assistance of all department shift supervisors as needed.
- Shall ensure customer service to all patrons by actively walking the Casino floor and ensuring that adequate customer service is available. Shall act as the #1 public relations employee on the floor.
- Shall act as signatory on jackpots as outlined by Internal Control Manual.
- Shall have excellent oral communication skills with the ability to handle various situations that may arise.
- Carries out supervisory responsibilities in accordance with the organizations policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning assigning, and directing work; appraising performance; rewarding and disciplining; addressing complaints and resolving problems.

### ADDITIONAL RESPONSIBILITIES:

- Shall assist in new employee orientation and training as requested.
- Shall ensure that MCR/TC policy is enforced.
- Shall count out the restaurant, bar, and gift shop tills when needed.

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- Shall perform other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES**

### **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. Knowledge of various gaming rules, and procedures.
4. Computer experience.
5. Required to pass and maintain the following training/certifications within a year of hire: CPR/AED Certification, Craps, Roulette, Blackjack, Pit Supervisory, and Title 31.
6. Preference given to qualified Menominee or other Native American applicants.

### **SPECIAL QUALIFICATIONS**

Four to six years experience in the Gaming Industry required. Four to six years' management experience required. Must possess excellent communication skills, and effective public speaking 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.

"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 the most complex of documents, such as technical journals, financial reports and legal documents. Ability to respond to common inquiries or complaints from customers, 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, and work with mathematical concepts such as probability and statistical inference.

### **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.



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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.

Physical Must possess the ability to:

- Maintain physical stamina to work in a fast-paced, customer-orientated environment and deal effectively with problems or difficult situations as they arise.
- Present in neat, well-groomed professional manner in accordance to company policies and procedures.
- Candidates must be at least 21 years of age or older.

Non-Physical Must possess:

- Ability to render levelheaded, sound business decisions in stressful or emergency situations to maintain adequate control of given situation.
- Shall have a pleasing personality.

**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. When on the casino floor, the noise level increases to loud.