

Baraga Property

16449 Michigan Avenue
Baraga, MI 49908
906-353-4188
Fax: 906-353-8786



Human Resources Office

Marquette Property

105 Acre Trail
Marquette, MI 49855
906-249-9628
Fax: 906-249-9610

SLOT SHIFT SUPERVISOR

Full-time, Non-Exempt Position

Location: Marquette, MI

***ALL REQUIRED DOCUMENTATION MUST BE SUBMITTED WITH THE APPLICATION
OR THE APPLICANT WILL NOT BE CONSIDERED FOR EMPLOYMENT***

- Ojibwa Casino Job Application
- Qualification Sheet(s)
- Resume
- College Transcripts (if applicable)
- If you are American Indian, you must attach a copy of tribal enrollment or proof of descendency
- If you are a Veteran, you must attach a copy of your DD214

PLEASE SUBMIT APPLICATION AND REQUIRED DOCUMENTATION TO:

Human Resources Office (Located in Baraga or Marquette)
Attn: Hannah Beesley, Human Resources Director
Email: hbeesley@ojibwacasino.com

POSTING DATE: **November 13, 2018**

CLOSING DATE: **November 27, 2018**
(Or Until Filled)



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OJIBWA CASINO POSITION DESCRIPTION

JOB TITLE: Slot Shift Supervisor

DEPARTMENT: Slot

LOCATION: Marquette

SUPERVISOR: Slot Manager

WAGE: Grade 6 (MIN -\$13.40/hr.)
Full-time, Non-Exempt Position
Non-Administrative Benefits Package

CLOSING DATE: November 27, 2018
Or Until Filled

The Keweenaw Bay Indian Community does not discriminate on the basis of race, color, national origin, sex, religion, or age in employment. However, individuals of Indian Ancestry and Veterans will be given preference by law.

POSITION SUMMARY: The primary focus of this position is to ensure excellent guest service. The Slot Shift Supervisor assists the Slot Manager in overseeing the day-to-day operations of the Slot Department. The incumbent will have a thorough knowledge of Tribal, Gaming and Departmental Policies and Procedures. This position will serve as a motivator and role model while encouraging and supporting the team members of the Slot Department. This includes, but is not limited to; assisting in training of new team members, scheduling, completing team member evaluations, and completing daily paperwork on a timely basis. Scheduled hours may vary and will be based on operational needs.

QUALIFICATIONS/REQUIREMENTS:

1. High School Diploma or GED is required.
2. Must have at least one (1) year of Slot operations work experience with an Associate's Degree in Business or related field **OR** two (2) years of Slot operations work experience **OR** three (3) years of Casino gaming work experience.
3. Working knowledge of the Slot Department, its governing structure and documents is required.
4. Mathematical, analytical and reasoning skills with decision-making abilities are required.
5. Ability to inform and communicate orally and in writing in diverse and challenging situations is required.
6. Well-developed interpersonal skills are required. Must be tactful and mature with the ability to work with a wide variety of personalities demonstrating objectivity, respect, courtesy, maturity and patience.
7. Ability to establish and maintain productive working relationships with staff, customers, management or other departments necessary to effectively carry out job duties as required.
8. Ability to successfully cope with challenging situations and conditions is required.
9. Experience in the use of personal computers, OASIS player tracking software and knowledge of software programs like Excel, Word, etc. is preferred.
10. Must be willing and able to obtain and maintain a gaming license.
11. Must adhere to strict confidentiality in all matters.
12. Must have satisfactory work and attendance record.

DUTIES AND RESPONSIBILITIES:

1. Ensure a pleasant experience for guests of the Casino by performing and/or delegating repairs to appropriate personnel and by being courteous and practicing exemplary guest services. Services include, but are not limited to: answering customer questions, resolving immediate concerns (i.e. tilts, paper fills and jackpots), how the games are played, retrieving change for the guests.
2. Provide direct supervision to and including training, evaluation, approving time off and disciplinary actions, as well as responsibility for the conduct of Slot Attendants during a particular shift.
3. Perform necessary daily activities for the Slot Department, i.e. assessing the need for additional or fewer employees on a shift, and maintaining and monitoring employee records.
4. Maintain and secure necessary controls for the Slot Operations. Complete and forward the required paperwork for the progressive slot banks.
5. Assess and determine reason for machine failure and safeguard all departmental equipment. Responsible for the maintenance of the radios and other equipment. Advise slot techs of repairs that are needed on slot banks.
6. Ensure training procedures in department's orientation are reinforced, performance is monitored and evaluated to implement training/retraining needs of employees when necessary to help deter revenue losses.
7. Complete employee evaluations on a timely basis to ensure that employees meet the abilities required for the position. Prepare monthly Attendant Efficiency Reports and monitors slot incentive program.
8. Facilitate and attend staff meetings for the department on a regular basis or as needed/required to gather employee feedback, evaluate and recommend courses of action to increase efficiency/effectiveness within the department. Attend required training classes.
9. Assist in the development, implementation and monitoring of policies and departmental operating procedures and adherence to minimum internal controls.
10. Respond to and document customer inquiries and concerns, to include written responses to customer concerns.
11. Provide accurate and detailed daily shift reports to supervisor: i.e. schedule changes, disciplinary actions, etc.
12. Monitor, evaluate and present solutions to potential problem areas, i.e. security or safety issues, etc.
13. Develop quality and cooperative working relationships with all departments.
14. Maintain strict confidentiality in all departmental matters, including jackpot payout and employee files.
15. Monitor, edit and complete payroll timecards as required.
16. Submit daily documentation in a timely manner regarding leave of absences, i.e. FMLA, medical, workers' compensation, injury reports, etc. to the proper departments. Maintains daily Title 31 Log, as well as a daily check-in/out log.
17. Maintain departmental inventory supply forms and transaction forms.
18. Complete factually based investigations of alleged infractions of general department work rules, policies and procedures, Title 31, W2G etc. Follow up with training and/or progressive discipline when required.
19. Responsible for the efficient management of our slot tournaments.
20. Work cooperatively with the Marketing Department in the promotion and publicity of Slot winners.
21. Adhere to all Casino Personnel Policies and Procedures and Departmental operating procedures.
22. Participate in continuous improvement processes for effective planning and improvement of customer service.
23. Perform all other job related duties as assigned by supervisor.

PHYSICAL REQUIREMENTS:

1. Employee must pass a pre-employment background security check, physical and drug screen.
2. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
3. A valid driver's license, reliable transportation and insurance are required.

This summary is intended to indicate the kinds of tasks that will be required of this position and shall not be construed as declaring what the specific duties and responsibilities of the position shall be. It is not intended to limit or modify the right of the supervisor to assign, direct and control the work of the employee, nor to exclude other duties not mentioned that are of a similar kind.

Qualification Sheet

Name: _____

Position: FT Slot Shift Supervisor (Mgt)

Please list your specific experience and knowledge in regards to the following qualifications:

1. High School Diploma or GED is required. **Please attach a copy of your Diploma or GED.**

2. Must have at least one (1) year of Slot operations work experience with an Associate’s Degree in Business or related field **OR** two (2) years of Slot operations work experience **OR** three (3) years of Casino gaming work experience.

3. Working knowledge of the Slot Department, its governing structure and documents is required.

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