

Baraga Property

16449 Michigan Avenue
Baraga, MI 49908
906-353-6623 x4120
Fax: 906-353-8786



Marquette Property

105 Acre Trail
Marquette, MI 49855
906-249-4200 x204
Fax: 906-249-9610

Human Resources Office

GUEST SERVICES SUPERVISOR

Full-time, Non-Exempt Position
Non-Administrative Benefits Package
Location: Baraga, 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**
- HSD/GED**
- 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**

POSTING DATE: March 8, 2019

**CLOSING DATE: March 22, 2019
(Or until filled)**

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

Baraga Property

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



Human Resources Department

Marquette Property

105 Acre Trail
Marquette, MI 49855
906-249-4200 x204
Fax: 906-249-9610

OJIBWA CASINO POSITION DESCRIPTION

JOB TITLE: Guest Services Supervisor

DEPARTMENT: Guest Services

LOCATION: Baraga

SUPERVISOR: Promotions Coordinator

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

CLOSING DATE: March 22, 2019

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:

This position will create a customer focused work environment while leading others towards this goal. The incumbent must be focused, organized and able to handle stressful situations. Incumbent must be willing and able to work nights, weekends and holidays as required. Hours may vary based upon operational needs.

QUALIFICATIONS/REQUIREMENTS:

1. Minimum of three (3) years customer service experience required. Experience in casino services operations is preferred.
2. Previous supervisory experience is strongly preferred.
3. Must have working knowledge of computers and be proficient in the Microsoft Office Suite (Word, Excel). Must have pertinent knowledge of Customer Management Systems (CMS); Experience using OASIS is preferred.
4. Proven experience in managing the delivery of excellent customer service appropriately to a broad spectrum of customers.
5. Must be able to deal with the general public, fellow employees and a wide variety of personalities with tact, courtesy, respect, objectivity and maturity.
6. Must possess excellent written and oral communication skills and be able to work other departments as well as external agencies necessary to effectively carry out job duties.
7. Must be able and willing to obtain additional education and training as needed.
8. Must be willing to work a flexible schedule, including nights, weekends and holidays as required.
9. Must be able to obtain and maintain a gaming license.

DUTIES AND RESPONSIBILITIES:

1. Supervise the Guest Services employees (clerks and shuttle bus drivers) to include administering annual and probationary evaluations, scheduling, corrective actions, hiring, training, orientations and employee motivation.
2. Aid clerks in making, issuing and updating Players Club cards and has pertinent knowledge of CMS.
3. Develop short-term and long-term goals and new strategies focused toward departmental improvement.
4. Assist and develop Guest Services employees in the customer relations area, ensuring quality and friendly service is being provided to guests at all times.
5. Develop and maintain a schedule for Guest Services employees, ensuring adequate staffing for special events.
6. Maintain an adequate inventory of supplies for each shift. Protect casino assets by controlling labor and inventory costs.
7. Provide timely communication to all staff and conduct frequent staff meetings as needed. Ensure that relevant information is communicated to each shift.
8. Practice excellent customer service skills at all times to include, but not limited to, addressing customer and employee needs courteously and promptly.
9. Promptly follow up on questions or concerns from guests, and issues that may affect employee growth or cause harm to the department using fact-finding techniques.
10. Develop, implement and enforce departmental standard operating procedures.
11. Required to assume the duties of a Guest Services Clerk as needed.
12. Adhere to all Enterprise policies and procedures and departmental operating procedures.
13. All other job related duties as assigned.

PHYSICAL REQUIREMENTS:

1. Must be able to stand/walk for long periods of time, bend/stoop and occasionally carry up to thirty (30) pounds and lift up to fifty (50) pounds.
2. Work place environment is not dust, noise or smoke free.
3. Employee must pass a pre-employment background clearance, physical and drug screen. Must adhere with the KBIC Drug and Alcohol Free Workplace Policy during the course of employment.

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.

APPROVED 03/08/2019

Qualification Sheet

Name: _____

Position: Guest Services Supervisor

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

1. Minimum of three (3) years customer service experience required. Experience in casino services operations is preferred.

2. Previous supervisory experience is strongly preferred.

3. Must have working knowledge of computers and be proficient in the Microsoft Office Suite (Word, Excel). Must have pertinent knowledge of Customer Management Systems (CMS); Experience using OASIS is preferred.

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Qualification Sheet (Page 2)

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