

POSITION: Player Services Supervisor

POSTING DATE: June 27, 2022

WAGE: \$22.50 per hour/Negotiable

CLOSING DATE: Until Filled

Full-Time + Shift Differential

Reports directly to: Player Services Manager

RESUME IS NEEDED WITH APPLICATION

CANDIDATES HIRED MAY BE ELIGIBLE FOR UP TO A \$500 HIRING BONUS

Every employee of North Star Mohican Casino Resort is expected to greet and service our customers in a friendly, respectful manner and create a warm, fun atmosphere so that our customers feel welcome and enjoy visiting our establishment. North Star Mohican Casino Resort strives to provide a positive team environment where everyone contributes.

GENERAL RESPONSIBILITIES:

Responsible for the physical custody, exchange and reconciliation of all vault content and Patron transactions regarding Cash Services and the Player's Club.

STANDARD QUALIFICATIONS:

All employees of North Star Mohican Casino Resort must meet the following qualifications.

1. Must be able to obtain and maintain a Mohican Nation Gaming License.
2. Must submit to a Criminal Investigation Background Check (CIB).
3. Must maintain an acceptable departmental attendance record.
4. Must submit to and pass a pre-employment drug screening and health screening.
5. Must be able to work weekends, nights, and holidays.
6. Must be 18 years of age.
7. Must be COVID 19 fully vaccinated and remain up to date with required doses.

STANDARD DUTIES:

1. Must attend all training provided by North Star Mohican Casino Resort.
2. Must adhere to all established rules, regulations, procedures, and policies of North Star Mohican Casino Resort and the Marketing Department.
3. Must participate in employee random drug testing program.
4. Must be able to work with a variety of people with diverse personalities.
5. Must attend all meetings, as assigned.
6. Must wear approved departmental uniform.
7. Must be reliable and prompt when reporting to work.
8. Must maintain compliance with all workplace policies, procedures, ordinances, laws, and other communicated expectations, including and not limited to: Employment Handbook, Gaming Ordinance, State Gaming Compact, Minimum Internal Controls, Department Procedures, memos and other communications from supervisory or regulatory personnel.
9. All other assigned duties.

EDUCATIONAL REQUIREMENTS:

1. High School Diploma or GED is required.

DUTIES:

1. Responsible for the direct supervision of the department employees. Duties will include, but are not limited to, pre-shift staff meetings, counseling, carrying out disciplinary actions, annual evaluations, etc.
2. Required to perform all duties of a Player Services Representative.
3. Must make daily operational problem-solving decisions, as necessary and be able to mediate disputes among departmental employees.
4. Demonstrate and implement the Star Service Standards of North Star Mohican Casino Resort.
5. Ensure that all daily paperwork and deposits are completed in a timely manner.
6. Must monitor the department operations to ensure operating in compliance with established department procedures.
7. Must be willing to provide input on a regular basis for improving Player Services operations.
8. Daily monitoring of the cash funds and make suggestions as necessary.
9. Responsible for entering all point adjustments on their shift.
10. Responsible to maintain and monitor promotional coupon levels, including gas certificates and printing Direct Mail offer coupons.
11. Responsible for addressing player inquiries and resolving customer-service problems and disputes relating to Player Services and reporting all disputes to the Player Service Manager.
12. Responsible for Star Club transactional duties, to include but not limited to; new member signups, entering/updating member contact information, reprint player's card and troubleshoot card issues.
13. Responsible for making general/informational Casino Announcements.
14. Provide customer account information to requesting departments and guests.
15. Responsible for ticket sales, gas certificates and gift cards.

QUALIFICATIONS:

1. North Star Mohican Casino Resort is looking for a courteous and friendly individual.
2. Must have at least two (2) years working supervisory experience.
3. Must have excellent customer service skills and always maintain a professional attitude.
4. Basic computer experience is required.
5. Must possess outstanding communication, organizational and supervisory skills.
6. Must be willing to travel and have dependable transportation.
7. Must have demonstrated ability to maintain satisfactory working record in any prior or current employment.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

1. Constant hand movements (repetitive motions: reaching, grasping, holding, use of finger dexterity) with the ability to reach up overhead, and squat down beneath shelves.
2. Must be able to stand in one area for an extended amount of time.
3. Occasionally will need to stoop, kneel and or crouch. Must be able to frequently lift and/or move up to thirty (30) pounds.
4. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, color vision and depth perception and the ability to adjust and focus, with the aid of prescription glasses/contacts.
5. Work is generally performed in a casino setting with a higher noise level and where cigarette smoke is prevalent.
6. Evening and/or weekend work is required. Extended hours and irregular shifts may be required.
7. Work environment requires excellent personal hygiene due to working near others.
8. Work environment is **NOT** smoke, noise, or dust free.

Note: Applicant must submit resume with employment application.

SUBMIT APPLICATION AND RESUME TO:

Human Resource Department
North Star Mohican Casino Resort
W12180 County Road A
Bowler, WI 54416 or Email completed application to: maureen.christensen@northstarcasinoresort.com
Or Fax completed application to (715) 253-2432

THE STOCKBRIDGE-MUNSEE COMMUNITY OPERATES AS AN EQUAL OPPORTUNITY EMPLOYER EXCEPT INDIAN PREFERENCE IS GIVEN IN ACCORDANCE WITH THE TRIBAL EMPLOYMENT PREFERENCE ORDINANCE.

WE ARE A DRUG FREE EMPLOYER. CANDIDATES MUST PASS A DRUG SCREEN & REMAIN DRUG FREE Although an interview may be granted, this does not determine that the candidate fully meets the qualifications until it is determined by the interview team.