

## **JOB DESCRIPTION**

**POSITION:** Director of Hospitality

**POSTING DATE:** September 7, 2018

**WAGE:** Salaried/Negotiable BOE

**CLOSING DATE:** Until Filled

**Table of Equivalencies Does Not Apply  
Full-Time**

**Reports directly to: Casino General Manager  
Location: Gaming Division**

**Every employee of North Star Mohican Casino Resort is expected to present themselves in a professional manner to our customers as well as other departments. North Star Mohican Casino Resort strives to provide a positive team environment where everyone contributes.**

### **GENERAL RESPONSIBILITIES:**

This individual shall be responsible to operate the hospitality departments in accordance with all policies, rules, regulations, and tribal ordinances as adopted by the Stockbridge-Munsee Tribal Council. This position will oversee the areas of Hotel, Food & Beverage and Sales & Events.

### **STANDARD 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 submit to and pass a pre-employment drug screening and health screening.
4. Must be flexible with schedule to work all shifts, weekends and holidays.
5. Must be able to work with a variety of people with diverse personalities.
6. Must have a positive attitude and provide a teamwork structure within the department.
7. Must be willing to enhance self-development and be willing to adapt to change.
8. Must be willing to attend all applicable training.
9. Must have demonstrated ability to maintain a satisfactory working record in any prior and/or current employment.
10. Must be eligible for insurance under the employer's liability insurance.
11. Must be at least 18 years of age.

### **EDUCATIONAL REQUIREMENTS:**

1. High School Diploma or GED is required.
2. A Bachelor's Degree in Hospitality or Business-Related Field is required

### **DUTIES:**

1. Ensures that the highest standards of customer service are maintained in accordance with policies and procedures set forth by North Star Mohican Casino Resort.
2. To ensure the prompt and efficient service of all food and beverage venues which includes but not limited to restaurants, coffee shop, employee dining room, bar venues, catered events, and food and beverage service on the gaming floor.
3. To ensure the prompt and efficient service of all hotel venues which includes but not limited to check-in, hotel sales/reservations, hotel housekeeping, laundry attendants and porter services.
4. Provide leadership direction for areas under the hospitality departments. This includes BOH kitchen, restaurant, and bar/service staff, front desk staff, switchboard operators, reservation agents, and porter staff.

5. Address and correct audit and health inspection findings regarding areas under the hospitality departments.
6. To ensure that profit margins are maintained, agreed costs are not exceeded through effective control systems, sales analysis, menu costing, and room/product costing. Will be responsible for submitting annual budget and providing reviews with General Manager on financial and operational performance as desired.
7. To ensure that restaurants, bars, and banquet rooms are clean and well maintained, table arrangements are clean and organized, and kitchen/bars are properly stocked.
8. To ensure that hotel lobbies, hotel rooms, and meeting rooms are clean and well maintained and hotel room amenities are clean, organized, and properly stocked,
9. To ensure that all staff is well trained, properly dressed, and providing professional and courteous service to our customers.
10. Conduct performance analysis for all hospitality areas identifying developmental and training needs to ensure departments are running in an efficient and effective manner.
11. Implement industry best practices/standards and continuously improve areas under the hospitality departments.
12. Be fully knowledgeable of all statutory requirements regarding the food and beverage and hotel operations, that all licenses, including special licenses, are timely applied for and that the conditions affecting the issuing of licenses are not jeopardized.
13. Ensure the proper staffing levels are maintained so service is not compromised in the most cost-efficient manner.
14. Must work cooperatively with all regulatory boards.
15. Develop performance measures for all areas under the hospitality departments to monitor work performance and take corrective action when necessary.
16. Be an effective communicator to ensure hospitality staff clearly understands their duties and have the proper budgeted resources and training to carry out those duties.
17. Must have a positive attitude and provide a teamwork structure within the department(s).
18. Promote positive public and employee relations within your assigned departments that enable North Star Mohican Casino Resort to be the state's friendliest casino.
19. Must maintain an excellent departmental attendance record.
20. Must adhere to the Casino's Drug and Alcohol-Free Workplace Policy during employment.
21. Must maintain compliance with all workplace policies, procedures, ordinances, laws and other communicated expectations, including but not limited to: Employment Manual, Gaming Ordinance, State Gaming Compact, Tribal Internal Controls, Departmental Procedures, memos or other communication from supervisory or regulatory personnel.
22. Must adhere to all established rules, regulations, procedures and policies of North Star Mohican Casino Resort and the Sales & Events, Hotel and Food & Beverage Departments.
23. The above-mentioned duties and responsibilities are **NOT** an all-inclusive list, but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the Casino General Manager.

### **QUALIFICATIONS:**

1. North Star Mohican Casino Resort is looking for a courteous and friendly individual.
2. Five (5) years of operational experience in hotel operations and food and beverage operations is required. This would include extensive knowledge and experience in the fundamental operational areas of restaurant, room service, banqueting, back of house kitchen, and front of house beverage and food service, hotel check-in, hotel sales/reservations, and porter services within the hotel.
3. Five (5) years of management or supervisor experience is required that includes:
  - a. Development of department standard operating, food handling, and liquor procedures to be in accordance with proper governmental regulations.
  - b. Development and monitoring of multiple department budgets.

- c. Supervision of staff which includes hiring, training, disciplinary issues, and performance evaluations.
4. Must have experience in Project Management and ability to identify significant projects that have been managed and executed under candidate's direct supervision.
5. Prior management experience working in casinos is preferred.
6. Must demonstrate the ability to:
  - a. Organize, prioritize, and implement assigned duties in an efficient and effective manner.
  - b. Learn new industry practices and effectively implement needed practices.
  - c. Define problem areas within the Hotel and Food and Beverage Departments and develop plans to correct the problems.
  - d. Multi-task on different projects and directives at one time.
  - e. Handle pressure situations in a professional and calm manner.
  - f. Communicate effectively (verbal and written) in day-to-day, pressure, and challenging situations.
7. Must possess and demonstrate strong analytical and decision-making skills to effectively manage the hospitality departments under the Gaming Division.
8. Demonstrated ability to comprehend and operate within federal, state, and tribal regulatory guidelines.
9. Must submit three (3) references that reflect the experience and character of the applicant.
10. Must obtain and maintain coverage under the employer's Employee Dishonesty Policy.
11. Must have a valid driver's license, reliable transportation, and insurance are required. Must obtain a Wisconsin Driver's license within 30 days of employment if applicant has an out-of-state driver's license. Must meet and maintain the eligibility to operate a personal or tribal vehicle under the driver acceptability guidelines as established by Mohican Nation Insurance.

**PHYSICAL REQUIREMENTS/WORK ENVIROMENT:**

1. Constant hand movements (repetitive motions: grasping, holding, use of finger dexterity).
2. Constant standing and occasional walking, bending and reaching.
3. Frequent climbing of stairs.
4. Occasional pushing/pulling, lifting and/or moving up to thirty (30) pounds.
5. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and depth perception and the ability to adjust and focus.
6. Work is generally performed in a casino setting with a higher noise level and where cigarette smoke is prevalent.
7. Work environment is **NOT** smoke, noise or dust free.

**Note: Applicant must include resume and two letters of reference with employment application. Applicant must clearly state on the application/resume how you meet the position qualifications.**

**SUBMIT APPLICATION, RESUME & LETTERS OF REFERENCE TO:**

Human Resource Department  
North Star Mohican Casino Resort  
W12180 County Road A  
Bowler, WI 54416 or Email completed application to: [karla.bowman@northstarcasinoresort.com](mailto:karla.bowman@northstarcasinoresort.com)  
FAX completed application, resume and letters of reference Karla Bowman's attention at (715)787-4113

**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.**