

POSITION: Slot Supervisor

POSTING DATE: June 3, 2022

WAGE: \$18.75 per hour/Negotiable

CLOSING DATE: June 17, 2022

Location: Gaming Division
Full-Time + Shift Differential

Reports directly to: Slot Manager

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 Casino Resort strives to provide a positive team environment where everyone contributes

STANDARD QUALIFICATIONS:

1. All employees of North Star Mohican Casino Resort must meet the following qualifications.
2. Must be able to obtain and maintain a Mohican Nation Gaming License.
3. Must submit to a Criminal Investigation Background Check (CIB).
4. Must maintain an acceptable departmental attendance record.
5. Must submit to and pass a pre-employment drug screening and health screening.
6. Must be able to work weekends, nights, and holidays.
7. Must be at least 18 years of age.
8. Must be COVID 19 fully vaccinated and remain up to date with 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 Slot 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 the 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 but not limited to: Employment Manual, gaming Ordinance, State Gaming Compact, Minimum Internal Controls, Department Procedures, memos and other communication from supervisory or regulatory personnel.
9. All other assigned duties.

EDUCATIONAL REQUIREMENTS:

1. High School Diploma or GED is required.

QUALIFICATIONS:

1. North Star Mohican Casino Resort is looking for a courteous and friendly individual.
2. Must have at least one year full-time working supervisory experience or two (2) years step-up supervisory experience.
3. Must have ability to communicate effectively and efficiently both verbally and in writing.
4. Must possess an outgoing and energetic personality.
5. Must have ability to exercise independent judgment, work independently and meet strict timelines.
6. Must possess a positive attitude while working with a variety of personalities.
7. Must have demonstrated ability to maintain satisfactory working record in any prior or current employment.

DUTIES:

1. Responsible for supervising, training and evaluating assigned staff.
2. Assess and analyze all work performance activities for purpose of continually improving area.
3. Ensure systems are in place which guarantees work activities are completed and results are achieved.
4. Ensure guests receive a pleasant experience by practicing positive guest services including, but not limited to, answering customer questions, resolving immediate concerns, demonstrating how the games are played and performing duties of the slot attendant when needed.
5. Responsible for handling all disputes involving customers and department personnel. Report all problems and/or complaints to the Slot Manager.
6. Provide leadership to supervised staff and assigned areas of the slot department. Ensure department personnel policies and procedures are followed and any modifications to policies are implemented in a timely manner.
7. Must adhere to strict confidentiality in all matters.

PHYSICAL REQUIREMENTS/WORK ENVIROMENT:

1. Occasional hand movements (repetitive motions: grasping, holding, use of finger dexterity).
2. Frequent standing and walking and occasional bending, squatting and reaching.
3. Occasional lifting and/or moving up to thirty (30) pounds.
4. 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.
5. Work is generally performed in a casino setting with a higher noise level and where cigarette smoke is prevalent.
6. Work environment is **NOT** smoke, noise or dust free.

SUBMIT APPLICATION & 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.