

JOB DESCRIPTION

POSITION: Bar Porter

POSTING DATE: 01/11/2019

WAGE: \$8.00 per hour (tipped)

CLOSING DATE: Until Filled

Reports directly to: Food & Beverage Supervisor
Full & Part Time

Location: Resort Division
Table of Equivalencies Applies

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 keeping the beverage service areas and refrigerating units stocked with supplies always.

STANDARD QUALIFICATIONS:

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

EDUCATIONAL REQUIREMENTS:

1. High School Diploma or GED is preferred. High School Diploma or GED is required if you are 19 years old and under.

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. Must adhere to all established rules, regulations, procedures, and policies of North Star Mohican Casino Resort.
3. Must maintain an acceptable departmental attendance record.
4. Must be reliable and prompt when reporting to work.
5. Must wear the approved, departmental uniform.

6. Provide prompt, efficient, and courteous service to guests. Greet guests positively, treating each person as an individual and in a professional manner.
7. Maintain current knowledge of liquor products and beverage specifications. Keep informed of continually changing beverage specials and property promotions.
8. Ensure all beverage deliveries follow safety requirements.
9. Receive and stock all beverage related products. Check stock received against written requisition to ensure order is accurate.
10. Assist bartenders in maintaining adequate amounts of supplies, i.e., ice, fruit, stir sticks, napkins, matches, etc. for the beverage areas.
11. Cuts, slices and peels perishable garnishes used for drinks.
12. Maintain cleanliness of bar area, equipment, beer lockers, refrigeration, and storage areas.
13. Assist in setup for special events, as needed.
14. Removes trash from beverage service areas.
15. Maintain a safe and clean environment for guests and fellow associates.
16. Report any guest concerns or complaints to immediate supervisor for resolution.
17. Understand the goals and vision of the organization and demonstrate commitment to those goals in terms of individual and team performance.
18. Perform as a team member and assist fellow associates to ensure a smooth operation.
19. Prioritize and handle multiple tasks simultaneously.
20. Must adhere to all established rules, regulations, procedures, and policies of North Star Mohican Casino Resort and the Food and Beverage Department.
21. Must adhere to the Casino's Drug and Alcohol-Free Workplace Policy during employment.
22. 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.
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 upon organization needs and/or deemed necessary by the department supervisor, manager and/or director.

QUALIFICATIONS:

1. North Star Mohican Casino Resort is looking for a courteous and friendly individual.
2. Must possess effective communication skills and possess ability to speak effectively and interact well with the customers and employees.
3. Previous customer service experience is preferred.
4. Basic knowledge of liquor products is required.
5. Must have basic math skills including addition and subtraction.
6. Must be able to work in an unusually noisy environment.
7. Must have ability to remain calm and professional in a fast-paced environment.

PHYSICAL REQUIREMENTS/WORK ENVIROMENT:

1. Constant hand movements (repetitive motions: grasping, holding, use of finger dexterity).
Required to use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms.
2. Constant walking and standing which may include kneeling, crouching and bending.
3. Occasional pushing/pulling, 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.

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)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.