

JOB DESCRIPTION

POSITION: Front Office Coordinator

POSTING DATE: January 2, 2019

WAGE: \$16/Hour Negotiable

CLOSING DATE: January 16, 2019

**40 hours per week + Shift Differential
Table of Equivalences Applies**

**Reports directly to: Director of Hospitality
Location: Gaming Division**

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:

Supervise the daily activities throughout the shift of the front desk, reservations; Bell & Valet Attendants PBX and bell groups, and work closely with all other departments of the hotel to ensure a great experience for the guests.

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. Associate's Degree in Hospitality, Business, Hotel/Restaurant Management or related field is required or may satisfy this requirement with one (1) year of hotel front office experience and two (2) years of supervisory/management experience.

DUTIES:

1. Must attend all training as required by the employer.
2. Must adhere to all established rules, regulations, procedures, and policies of North Star Mohican Casino Resort and the Hotel Department.
3. Must participate in employee random drug testing program.

4. Must dress professionally.
5. Must be reliable and prompt when reporting to work.
6. Review all special requests and pass on to front desk attendants, housekeeping, PBX and Bell/Valet Attendants.
7. Monitor and expedite the traffic flow in the lobby for efficiencies and guest satisfaction.
8. Respond to guest inquiries in an efficient, courteous and professional manner.
9. Interact and communicate with guests, peers, and other departments.
10. Adhere to the highest service standards to offer resort guests an optimum hospitality experience.
11. Make daily schedule adjustments as necessary.
12. Prioritize and perform administrative tasks as necessary to include the daily time and attendance edits and send them to payroll.
13. Ensure compliance with all internal controls, safety practices, procedures and regulations.
14. Evaluate and monitor on an on-going basis the performance of team members to ensure exceptional guest service is provided.
15. Maintain awareness of and effectively communicate to other staff facility promotions, events and programs.
16. Give the front office staff latitude and empowerment so they will be able to provide exceptional service.
17. When dealing with a guest complaint, demonstrate active listening skills and tact to prevent a more serious situation and maintain order even in a highly charged situation.
18. Create and complete daily reports from the hotel management system.
19. Assist in the on-going training and development of all front desk team members.
20. Have coaching and counseling sessions with team members and disciplinary actions taken toward a team member, you must involve the manager.
21. Attend pre-scheduled departmental meetings and provide discussion points.
22. Participate in other scheduled departmental meetings to share information.
23. Assist with the annual budget forecast for the hotel's front office department.
24. Assume responsibility and perform duties of team members when there are staff shortages or to simply assist them.
25. Prioritize and perform administrative tasks as necessary to include the daily time and attendance edits and send them to payroll.
26. Conduct a daily room division meeting with other operating departments to share information with all front office staff.
27. Conduct performance evaluations for all team members semi-annually and annually.
28. Ensure compliance with all internal controls, safety practices, procedures and regulations.
29. Carry out all assignments received from the Director of Hospitality.
30. Meet with and report pertinent information to the Director of Hospitality daily.
31. Ensure proper uniform and grooming policies are followed for PBX, front desk, reservations and bell stand employees.
32. Must adhere to all established rules, regulations, procedures and policies of North Star Mohican Casino Resort and the Hotel Department.
33. Must adhere to the Casino's Drug and Alcohol-Free Workplace Policy during employment.
34. 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.

35. 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 organizational needs and/or deemed necessary by the department manager.

QUALIFICATIONS:

1. North Star Mohican Casino Resort is looking for a courteous and friendly individual.
2. Knowledge of writing work schedules and basic understanding of labor cost control.
3. Must be proficient in Windows, Word, Excel and other computer software. Experience and knowledge of hotel management software is a plus.
4. Ability to understand and implement policies and procedures.
5. Must have exceptional guest service skills.
6. Must have strong critical thinking and problem-solving skills.
7. Good verbal and written skills.
8. Ability to maintain positive and effective working relationships between departments and employees.
9. Understanding and knowledge of a 24 hour/7day a week operation.
10. Good organizational, communication, and interpersonal skills and ability to diplomatically and graciously interact with guests and staff.
11. Must be able to work a flexible schedule when required.
12. Ability to plan and multi-task.
13. Must have demonstrated ability to maintain satisfactory working record in any prior or current employment.

PHYSICAL REQUIREMENTS/WORK ENVIROMENT:

1. Constant hand movements (repetitive motions: grasping, holding, use of finger dexterity).
2. Constant walking and standing which may include kneeling, crouching, reaching 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. Evening and/or weekend work is required. Extended hours and irregular shifts may be required.
6. Work environment requires excellent personal hygiene due to working near others.
7. Work environment is **NOT** smoke, noise, or dust free.
8. Work is generally performed in a casino setting with a higher noise level and where cigarette smoke is prevalent.
9. 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@northstarcasinosort.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 AND 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.