

## **JOB DESCRIPTION**

**POSITION:** Hotel Services

**POSTING DATE:** 01/11/2019

**WAGE:** \$10.00/Hour (Tipped)

**CLOSING DATE:** Until Filled

**Table of Equivalencies Applies  
Full-Time + Shift Differential**

**Reports Directly To: Front Office Coordinator  
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**

Greet and welcome guests at the front entrance of the property in a timely and pleasant manner. Assist guests in and out of their vehicle and provide information regarding the parking and retrieval of their vehicle if required. Transports luggage to the guest's room. Turns on lights, explains how to operate television, phones, etc. Checks the room to ensure furnishings and guest supplies are adequate. Shows guests the in-room hotel information.

### **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 21 years of age.

### **EDUCATIONAL REQUIREMENTS:**

1. High School Diploma or GED 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. Must attend all training as required by North Star Mohican Casino Resort.
3. Must adhere to all established rules, regulations, procedures, and policies of North Star Mohican Casino Resort and the Hotel Department.
4. Must be able to work with a variety of people with diverse personalities.
5. Must wear the approved departmental uniform.

6. Must be reliable and prompt when reporting to work.
7. Must maintain compliance with all workplace policies, procedures, ordinances, laws and other communicated expectations, including but not limited to: Employment Manual, gaming
8. Ordinance, State Gaming Compact, Minimum Internal Controls, Department Procedures, memos and other communication from supervisory or regulatory personnel.
9. Act as a resource to guests and team members by maintaining a thorough knowledge of the facility, special events, promotions, local attractions and other amenities.
10. Load and unload luggage onto tour busses (coaches).
11. Use proper language and phone etiquette when dealing with guests or peers.
12. Always use the guest's name whenever possible.
13. Adhere to the highest service standards to offer the resort guests an optimum hospitality experience.
14. Respond to guest inquiries in an efficient, courteous, and professional manner.
15. When dealing with a guest complaint, demonstrate active listening skills and try to remedy the situation to the satisfaction of the guest. Turn in all complaints to the supervisor.
16. Report all pertinent information to the Hotel Front Office Coordinator.
17. Carry out all assignments received from the Front Office Supervisor or Coordinator.
18. Assist housekeeping if needed to help deliver towels, paper goods, or miscellaneous items to hotel guest rooms.
19. Assist with special events such as, directing guests to event area, answering questions regarding events and help where needed.
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. 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.
23. Set high personal standards for performance and encourage others to do the same.

### **QUALIFICATIONS:**

1. North Star Mohican Casino Resort is looking for a courteous and friendly individual.
2. Previous Bellhop and/or Valet experience is preferred.
3. Must have basic computer skills.
4. Ability to understand and follow policies and procedures.
5. Must have strong critical thinking and problem-solving skills.
6. Must have exceptional guest service skills.
7. Understanding and knowledge of a 24 hour, 7 days a week operation.
8. Must be able to work a flexible schedule when required.
9. Good communication and organizational skills.
10. Ability to multi-task.
11. Must have a valid Wisconsin Driver's License and insured/reliable transportation. Must meet eligibility guidelines as set by Mohican Nation Insurance.
12. Must be able to drive a Manual (Stick) and Automatic vehicles.

**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 climbing of stairs, pushing/pulling, lifting and/or moving up to ninety (90) 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; both inside the casino and outside in the elements during daylight and night time hours.
5. Work is generally performed outside of the casino where extreme weather is prevalent.
6. Work environment is **NOT** smoke, noise or dust free.

**SUBMIT APPLICATION 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](mailto: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 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.**