

JOB DESCRIPTION

Candidates hired may be eligible for up to a \$400 hiring bonus

POSITION: Table Games Floor Supervisor

POSTING DATE: 03/15/2019

WAGE: \$18.50 per hour/Negotiable

CLOSING DATE: 03/29/2019

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

**Reports directly to: Table Games Pit Boss
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:

Directly supervises employees in the table games department while maintaining control of games in accordance with departmental policies and procedures and internal controls.

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.

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. Responsible for motivating/disciplining employees, addressing customer complaints, and resolving problems positively that may arise between players and table game dealers.
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. Must adhere to all established rules, regulations, procedures and policies of North Star Mohican Casino Resort and the Table Games Department.

7. Perform the overall personnel and operational supervision of all table games in accordance with departmental policies and procedures and internal controls.
8. Must successfully complete the blackjack dealer training programs offered by Mohican North Star Casino Resort.
9. Responsible for motivating employees, addressing customer complaints and resolving problems positively between players and table game dealers.
10. Must have a positive attitude and provide a teamwork structure within the department.
11. Must adhere to the Casino's Drug and Alcohol-Free Workplace Policy during employment.
12. 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.
13. 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. Must have gaming knowledge of blackjack, dice, poker and roulette. A minimum of two years' experience in dealing table games is required.
3. Must be knowledgeable of casino rules, procedures and regulations as applied to the game(s) under supervision.
4. Minimum of one-year full-time table games supervisory experience is required or two years of step-up/dual rate table games supervisory experience.
5. Must have demonstrated above average attendance.
6. Must have ability to perform intermediate math.
7. Must possess excellent communication and organizational skills, dynamic personality and strong interpersonal skills.
8. Must be willing to enhance self-development and be able to adapt to change.
9. Must be flexible with schedule to work all shifts, weekends and holidays, with the ability to stand at a fixed work station for extended periods of time.
10. Must pass proficiency test with a score of at least 80% in each area of table games.
11. Must have demonstrated ability to maintain satisfactory working record in any prior or current employment.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

1. Constant hand/arm movements (repetitive motions: reaching, grasping, holding, use of finger dexterity and the ability to shuffle cards).
2. Must be able to stand in one area for an extended amount of time.
3. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, color vision and depth perception and the ability to adjust and focus, with the aid of prescription glasses/contacts, if needed; with the ability to read card and chip numbers.
4. Work is generally performed in a casino setting with a higher noise level and where cigarette smoke is prevalent.
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.

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)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.