

JOB DESCRIPTION

POSITION: Food and Beverage Supervisor **POSTING DATE:** 06.12.2019

WAGE: \$15.00 per hour/Negotiable **CLOSING DATE:** 06.26.2019

Location: Resort Division **Reports directly to:** Food & Beverage Manager
Full-Time + Shift Differential

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:

Must be able and willing to assume the duties of the food and beverage staff. Responsible to assume the Food & Beverage Manager duties, as needed.

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 coverage under the employer's liability insurance.
10. 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 adhere to all established rules, regulations, procedures, and policies of North Star Mohican Casino Resort and the Food & Beverage Department.
3. Must dress professionally
4. Must be reliable and prompt when reporting to work.
5. Greet guests positively, treating each person as an individual and in a professional manner.
6. Aid in maintaining proper stock of all products and supplies needed in the food and beverage department.
7. Maintain a basic knowledge of POS system.
8. Maintain a basic knowledge of alcohol dispensing unit.

9. Ensure accuracy of revenue drops. Adhere to all revenue handling procedures.
10. Assist in training and appraisal of front-line employees. Conduct associate-counseling sessions including verbal and written corrective action reports.
11. Lead all employees in the daily performance of their duties.
12. Confer with the Food & Beverage Manager concerning operational deficiencies and areas in need of attention.
13. Understand the goals and vision of the organization and demonstrate commitment to the goals in terms of individual and team performance.
14. Meet with vendors, as necessary.
15. Coordinate maintenance and service of equipment.
16. Ensure department follows all health code standards.
17. Demonstrate skill in dealing with employee disputes and guest complaints to resolve in a professional manner.
18. Prioritize tasks, handle multiple projects simultaneously.
19. Must adhere to all established rules, regulations, procedures, and policies of North Star Mohican Casino Resort and the Food and Beverage Department.
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 organization 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 at least one (1) year working supervisory experience; two (2) years food and beverage supervisory experience is preferred.
3. Must have completed a current bartender course with certification.
4. Must possess excellent communication and leadership skills to include training and possess ability to speak effectively and interact well with the guests and employees.
5. Must have ability to remain calm and professional in a fast-paced environment.
6. Must have intermediate math skills including addition, subtraction, multiplication, division, fractions, and percentages
7. Basic computer skills including word-processing, spreadsheets, and e-mail is required.
8. Excel is the foundation for our reports, so a good knowledge of Excel is required.
9. Previous cash handling experience is required.
10. 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).
Required to use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms.
2. Must possess the ability to be mobile 100% of the shift.
3. Must be able to work in an area that is unusually hot, cold and noisy.
4. Constant walking and standing which may include kneeling, crouching and bending.

5. Occasional pushing/pulling, lifting and/or moving up to thirty (30) pounds.
6. 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.
7. Work environment requires excellent personal hygiene, due to working near others.
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.

Note: Applicant must include resume with employment application.

SUBMIT APPLICATION TO:

Human Resource Department

North Star Mohican Casino Resort

W12180 County Road A

Bowler, WI 54416 or Email completed application to: karla.bowman@northstarcasinoresort.com

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.