

JOB DESCRIPTION

POSITION: North Star Casino Bus Coordinator **POSTING DATE:** 4/28/2021

WAGE: \$16.00 per hour **CLOSING DATE:** 5/8/2021

Location: Gaming Division
Full-Time + Shift Differential

Reports Directly To: Director of Marketing

Every employee of North Star Mohican Casino Resort is expected 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:

Under direct supervision of the Marketing Director, performs a variety of administrative, fiscal, scheduling, and planning activities for Casino Bus Operations. This position will participate in strategic planning activities and provide direction for all Casino Bus operations and activities. Incumbent will oversee Casino Bus Operations by providing an effective method in communicating goals, objectives, and analyzing profitability within the program.

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 coverage 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 or Bachelor's Degree in Marketing, Business Communications, or related field is preferred. Candidate may qualify if they can demonstrate a minimum of two (2) years of experience in tour bus or transportation coordination.

DUTIES:

1. Establish excellent customer service for all internal and external customers at all times and in all activities. Maintain effective working relationships with all internal and external customers. Develop solutions for customer concerns and continually focus on customer service as our top priority.

2. Track the performance of all Casino Bus Operations on multiple systems; create accurate timely reports from the CMP Bally system. Make recommendations to increase efficiencies and profitability of the Casino Bus Program.
3. Develop and Maintain Bus Operator schedules; distribute Bus Operator schedule on a weekly basis to departments as needed.
4. Schedule department events and activities; create and implement a communication plan to inform the Player Services staff of upcoming bus operations.
5. Establish and maintain an effective tracking system of all customer complaints within Bus operations. Respond to customer complaints and inquiries in a timely fashion to uphold our customer service standards.
6. Ensure all areas of Casino Bus Operations selections and changes are based on established performance expectations and results.
7. Maintain and monitor the scheduling of all Casino Bus Operations.
8. Track, analyze and report Bus offers and rewards to remain consistent with overall plan.
9. Inform Marketing Director of recommendations for improving all areas of the Casino Bus Operation; conduct research to resolve operational questions or issues.
10. Ensure standards of excellence are developed, implemented, and maintained for all Casino Bus Operations.
11. Actively greet visitors and direct them to the appropriate resort areas or staff personnel with courtesy and respect.
12. Edit and review all Casino Bus documents.
13. Attend and actively participate in departmental meetings.
14. Maintain inventory of office supplies and work with personnel to ensure resources are available to carry out responsibilities.
15. Maintain and operate office machines, equipment, and computers. Perform or coordinate general maintenance and repair.
16. Contribute to a team effort and accomplish related results as required.
17. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
18. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
19. The above duties and responsibilities are not an 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 on organizational needs and/or deemed necessary by the supervisor.

QUALIFICATIONS:

1. Knowledge of business English, proper spelling, grammar, punctuation, and basic arithmetic.
2. Knowledge of records management and basic accounting procedures including budgeting.
3. Skill in excellent customer/client relations. This requires the individual to be able to deal with the general public and Tribal employees with tact, courtesy, respect, objectivity and maturity.
4. Skill in operating various word-processing, spreadsheets, and database software programs in a Windows environment.
5. Ability to communicate effectively in the English language both verbally and in writing.
6. Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
7. Ability to represent the organization in a professional manner, building respect and confidence.
8. Ability to write clear and concise reports, memos, directives and letters.
9. Ability to handle multiple tasks and meet deadlines.
10. Ability to work independently with minimal supervision.
11. Must adhere to strict confidentiality in all matters. (Must sign a confidentiality statement prior to employment.)

12. Must be willing and able to obtain additional education and training.
13. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
14. Must pass a background security check.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

1. Frequently sit, walk, use hands to finger, handle, feel, reach with hands and arms, talk and hear. Must be able to stand in one area for an extended amount of time.
2. Occasionally stand, stoop, kneel, crouch, crawl, carry and lift up to twenty-five (25) pounds.
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.
4. Work is generally performed in an office setting with a moderate noise level.
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 TO:

Human Resource Department
North Star Mohican Casino Resort
W12180 County Road A
Bowler, WI 54416 or Email completed application to jobs@northstarcasinoresort.com
Or Fax completed application to (715)253-2432

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.