

POSITION: Front Office Manager

POSTING DATE: June 3, 2022

WAGE: \$56,000 /Negotiable
Full-Time

CLOSING DATE: June 17, 2022

Location: Gaming Division

Reports directly to: Director of Hospitality

Resume is required with application. Candidates hired may be eligible for a \$500 hiring bonus.

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.

STANDARD QUALIFICATIONS:

All employees of North Star Mohican Casino Resort must meet the following 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 maintain an acceptable departmental attendance record.
4. Must submit to and pass a pre-employment drug screening and health screening.
5. Must be able to work weekends, nights, and holidays.
6. Must be COVID 19 fully vaccinated and remain up to date with required doses.

STANDARD 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 drug testing program.
4. Must be able to work with a variety of people with diverse personalities.
5. Must attend all meetings, as required by the employer.
6. Must dress professionally.
7. Must be reliable and prompt when reporting to work.
8. 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, Minimum Internal Controls, Department Procedures, memos, and other communication from supervisory or regulatory personnel.
9. All other assigned duties.

EDUCATIONAL REQUIREMENTS:

1. An associate degree in Hospitality, Business, Hotel/Restaurant Management, or related field is required. A Bachelor's degree in the above area is preferred.

QUALIFICATIONS:

1. A minimum of three (3) years of management/supervisory experience in hotel/front office including hotel administration, accounting, and overseeing cash handling is required. A combination of education and experience may be considered.
2. Previous experience in housekeeping, food service, or hotel maintenance is preferred.
3. North Star Mohican Casino Resort is looking for a courteous and friendly individual.
4. Knowledge of writing work schedules and basic understanding of labor cost control.
5. Must be proficient in Windows, Excel, Word, and other computer software. Experience and knowledge of hotel management software is a plus.
6. Ability to understand and implement policies and procedures.
7. Ability to maintain positive and effective working relationships between departments and employees.
8. Must have exceptional guest service skills.
9. Understanding and knowledge of a 24 hour/7day a week operation.
10. Skill in identifying and resolving practical problems and issues in related situations.
11. Excellent organizational, communication, and interpersonal skills and ability to interact with guests and staff diplomatically and graciously.
12. Must be able to work a flexible schedule when required.
13. Ability to plan and multi-task.
14. Must have demonstrated ability to maintain satisfactory working record in any prior or current employment.

DUTIES:

1. Oversee and manage the daily activities throughout the shift of the front desk, reservations, PBX, and bell stand, and work closely with all other departments of the hotel to ensure a great experience for the guests.
2. Orchestrate and expedite the registration and check-out process at the front desk.
3. Develop and implement training and on-going development and support of all front office team members.
4. Ensure compliance with all internal controls, safety practices, procedures, and regulations.
5. Utilize proper conduct of professionalism in compliance with organizational standards.
6. Review all special requests and pass on to front desk attendants, housekeeping, PBX, and bell staff.
7. Maintain front office related equipment and supplies.
8. Monitor and expedite the traffic flow in the lobby for efficiencies and guest satisfaction.
9. Maintain the appearance, organization and cleanliness of the front desk and other guest areas at the highest level always.
10. Respond to guest inquiries in an efficient, courteous, and professional manner.
11. Professionally and diplomatically interact and communicate with guests, peers, and other departments.
12. Adhere to the highest service standards to offer resort guests an optimum hospitality experience.
13. Make daily schedule adjustments as necessary.
14. Prioritize and perform administrative tasks as necessary to include the daily time and attendance edits and send them to payroll.

15. Evaluate and monitor on an on-going basis the performance of team members to ensure

- exceptional guest service is provided.
16. Maintain awareness of and effectively communicate to staff (front desk, reservations, PBX, and bell staff) all promotions, events, and programs.
 17. Give the front office staff latitude and empowerment so they will be able to provide exceptional service.
 18. 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.
 19. Create and complete daily reports from the hotel management system.
 20. Be involved with all coaching and counseling sessions and disciplinary actions taken with team members.
 21. Conduct performance evaluations for all team members semi-annually and annually.
 22. Schedule and conduct a monthly departmental meeting with supervisors and staff.
 23. Conduct a daily room division meeting with other operating departments to share information with all front office staff.
 24. Work closely with the marketing department regarding special events and upcoming promotions and share information with front desk, reservations, PBX, and bell staff.
 25. Assume responsibility and perform duties of the supervisor on scheduled days off.
 26. Meet with and report pertinent information to the hotel director.
 27. Assist with the annual budget forecast for the hotel's front office department.
 28. Ensure daily/nightly Manager on Duty (MOD) report is given to hotel director first thing every morning.
 29. Make sure there is a back-office supply of toilet paper, facial tissues, hand soap, small trash bags for requests from guests made at the front desk.
 30. Make sure inventory of office supplies and computer/fax/printer supplies are stocked and easily accessible.
 31. Ensure daily weather report is printed out each morning and prominently and elegantly displayed at front desk.
 32. Create and keep on hand a binder of current local events with flyers and information to share with guests and make sure front desk, PBX, reservations, and bell staff are aware of this binder.
 33. Implement and continue cross training for PBX, reservations, front desk, and bell stand personnel.
 34. Keep on hand a supply of family games i.e., Monopoly, Chutes & Ladders, etc. for loan to guests. Create and maintain a log of what room, name and date games are loaned.
 35. To warmly welcome groups, make sure welcome signage board has proper signage for arriving guests and prominently displayed.
 36. Work closely with marketing department or hotel director regarding groups, wedding parties regarding welcome gift bags and incentives for casino and dining locations.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

1. Frequently sit, stand, walk, talk, hear, use hands, reach with hands and arms.
2. Occasionally climb, balance, stoop, kneel, crouch, bend, reach above shoulder level, push/pull, crawl, and lift and/or move up to twenty-five (25) pounds with assistance.

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3. Work is generally performed in an office setting and occasionally in a casino setting with a higher noise level and where cigarette smoke is prevalent.
4. 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.

5. Evening and/or weekend work may be required. There is frequent interaction with the team members and patrons.
6. Travel may be required for training, meetings, conferences, presentations, and other events.
7. Work environment requires excellent personal hygiene due to working near others.
8. Work environment is **NOT** smoke, noise, or dust free.

SUBMIT APPLICATION AND 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)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.