



# Ho-Chunk Nation

## Job Description



<b>TITLE:</b> Promotions Shift Supervisor		<b>JOB CODE:</b> PRON
Business		<b>EEO:</b> 5
Non-Exempt	No-Flex	<b>FUNDING SOURCE:</b> NPD
<b>HO-CHUNK PREFERENCE</b>		

*"All employees are subject to the Drug, Alcohol and Controlled Substance Policy."*

*All employees will be required to attend orientation or training to attain knowledge of the history, culture and traditions of the Ho-Chunk Nation – Resolution 08-20-13K*

### **POSITION OVERVIEW**

Responsible for coordinating promotional activities on the gaming floor, monitoring promotional and Players Club supply inventory along with direct supervision of the Promotions Hosts/ Hostesses (possibly Valet Parking Attendants and/or Shuttle Drivers as directed); all of which ultimately enhances every interaction for our guests and employees; customer service is our top priority for both internal and external guests.

### **PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES**

1. Practice excellent guest service and hospitality skills at all times.
2. Be knowledgeable and detail-oriented at all times in all aspects of the departmental Standard Operating Procedures.
3. Directly supervises the Promotions Hosts/ Hostesses and Valet Parking Attendants (if assigned by marketing management) on a daily basis.
4. Facilities with an ancillary site may include travel between site locations at least once per week.
5. Be knowledgeable and able at all times to perform all job functions of the Promotions Host/Hostess and the Valet Parking Attendant and /or Shuttle Drivers as assigned by marketing management.
6. Be knowledgeable and detail-oriented at all times in all aspects that pertain to the Players Club and the player tracking system. This includes, but not limited to point/comp dollar redemptions, free play, Club card use and any discrepancies related to them.
7. Assist with the daily coordination and implementation of all promotional activities/events and their policies.
8. Communicate with professionalism in an audible, clear voice and a positive attitude at all times; whether face-to-face, on the phone, over the microphone or public address system.
9. Authorizes comps and comply within designated limits daily.
10. Performs other duties as assigned by supervisor.

### **JOB RESPONSIBILITY**

Job Reports to	Supervisor – See Organizational Chart
Leadership Accountability	None
Supervisory Accountability	Supervises associated below supervisory level
Organizational Accountability	None
Financial Accountability	None
Customer Accountability	Interfaces with internal and external guests
Freedom to Act	Subject to regular review by supervisor



## **MINIMUM QUALIFICATIONS**

### **EDUCATION:**

1. High School diploma or equivalent.

### **ESSENTIAL:**

1. All casino employees will be subject to the Criminal and Background restrictions of the Ho-Chunk Nation.
2. Must be bondable and hold a gaming license throughout employment.
3. Must have and maintain a valid driver's license and at a minimum, liability auto insurance.

### **EXPERIENCE:**

1. No experience is required.
2. Prior supervisory experience is preferred.
3. Customer service experience is preferred.
4. Word processing background is preferred.

## **KNOWLEDGE, SKILLS, ABILITIES REQUIRED**

1. Knowledge of computers and keyboarding is required.
2. Ability to use sound judgement.
3. Must work well as part of a team.
4. Must be personable and polite.
5. Must possess strong interpersonal skills.

## **WORK PLACE RESPONSIBILITY**

1. Must adhere to strict confidentiality at all times.
2. Promotes positive employee and public relations.
3. Must present a neat, clean and professional appearance.
4. Maintain a safe and healthy work place environment.

## **WORKING CONDITIONS**

1. Must have the ability to work varying hours and days, including nights, weekends and holidays to meet operational need.
2. Noisy, smoky and sometimes stressful in a fast paced multi-tasking environment.
3. Combination of standing (possibly long periods of time), sitting, walking, reaching and bending.
4. All outdoor weather conditions possible, including but not limited to: hot/humid, sub-zero, rainy, snow/icy or sunny.