



# Ho-Chunk Nation

## Job Description



|   |      |                            |
|---|------|----------------------------|
| <b>TITLE:</b> TRAINING AND DEVELOPMENT SPECIALIST |      | <b>JOB CODE:</b> TNSP      |
| <b>BUSINESS</b>                                   |      | <b>EEO:</b> 6              |
| Non-Exempt  | FLEX | <b>PAY GRADE:</b> 12       |
| <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**

Identify, develop, and train the employees within Ho-Chunk Gaming Wisconsin facilities. Plan, research, design, and develop training paths and modules to facilitate the professional growth and skills of all employees which ultimately enhances every interaction for our guests and employees. The successful candidate will be a self-starter, well organized, detail-oriented, flexible, have strong written and verbal communication skills and can effectively multi-task while maintaining strict confidentiality. Guest Service is our top priority for both internal and external guests.

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

1. Assist the Training & Development Director with annual review of learning programs to ensure quality updated information. This will be done quarterly to ensure complete review.
2. Assist in maintaining a training database with detailed training records. Audit database monthly.
3. Assist with implementation goals and objectives of Ho-Chunk Gaming including continuous quality improvement.
4. Assist in aligning departments standard operating procedures with employees' annual performance review process.
5. Partners with department leadership to drive guest service standards in the departments.
6. Research effective adult learning techniques and incorporate into training presentation.
7. Develop department's training needs through employee training paths, supervisor training, and guest service standards.
8. Identify, design and facilitate orientation sessions weekly, guest service training monthly, and all other learning programs as scheduled.
9. Identifies, designs, and delivers trainings on a weekly basis to Ho-Chunk Gaming employees.
10. Prepare for stand-up training programs at a minimum of one day prior to the event; create participant manuals, handouts, and other training materials.
11. Responsible for the development and implementation of departmental training plans with Executive Management.
12. Pilot training modules, evaluate results, and make necessary adjustments to provide successful training programs continually.
13. Coordinate logistics for workshops, seminars and other training events monthly.
14. Detailed record keeping formula and maintain records in software program of all employees participating in training events.
15. Design, develop, and coordinate new learning programs or modify and improve existing programs to address performance deficiencies continually.
16. Respond to all internal learning requests within one day of receipt, schedule a consultation with requestor.
17. Evaluate learning programs to ensure quality and effectiveness after each session.
18. Serve as liaison to departments to assist in development and implementation of changes to their standard operating procedures.



19. Promote Ho-Chunk Hospitality with positive guest relations internally and externally.
20. Perform other duties as assigned by supervisor.

**JOB RESPONSIBILITY**

|                               |   |
|-------------------------------|---|
| Job Reports to                | Supervisor – See Organizational Chart   |
| Leadership Accountability     | Develops strategic plans and interprets policy<br>Implements operation plans  |
| Supervisory Accountability    | None  |
| Organizational Accountability | Manages work group within a sub-unit of a department  |
| Financial Accountability      | Monitors expenditures (Cost of certified training, participants and ordering materials assisted by office manager)            |
| Customer Accountability       | Interfaces with internal and external managers, supervisors, and associates.<br>Interfaces with internal and external guests. |
| Freedom to Act                | Operates with significant independence<br>Subject to general input from supervisor<br>Subject to regular review by supervisor |

**MINIMUM QUALIFICATIONS**

**EDUCATION:**

1. Minimum two (2) year education beyond high school in Education, Business, or Human Resources, Training or Supervisory experience; OR an equivalent combination of education and experience.

**ESSENTIAL:**

1. All casino employees will be subject to the Criminal and Background restrictions of the Ho-Chunk Nation.
2. Valid driver’s license, dependable transportation and proper insurance.

**EXPERIENCE:**

1. Tribal Gaming Industry. Training or Customer Service experience is highly desired.
2. Must have computer skills with Microsoft Windows and data entry for training software.

**KNOWLEDGE, SKILLS, ABILITIES REQUIRED**

1. Ability to interact effectively with department directors, managers, supervisors and fellow employees.
2. Possess efficient organizational skills and ability to adapt to a flexible schedule.
3. Must be able to perform public speaking on a daily basis.
4. Must be able to work effectively in a group and maintain records.
5. Must be able to read, write, and understand English.
6. Must have budgetary experience in maintaining training projections throughout the fiscal year.
7. Must have supervisory experience in a professional work environment.
8. Must be able to successfully execute directives.
9. Must be able to perform trainings, lead a group, and public speaking.
10. Ability to organize meetings and interact with professionals within Ho-Chunk Gaming and competing gaming facilities.
11. Ability to maintain organizational priorities, meet deadlines and possess integrity and discretion in handling confidential information.
12. Ability to solve complex problems and deal with stress.
13. Strong cross-functional team building and leadership skills.



**WORK PLACE RESPONSIBILITY**

1. Maintains a safe and healthy work place environment.
2. The department manager ensures that all employees of the department receive appropriate training, counseling, and understand all of the applicable procedures so that they can safely do their assigned

**WORKING CONDITIONS**

1. Office setting/class-room setting.
2. Smoke-filled environment.
3. Travel to other Ho-Chunk Gaming Wisconsin sites and off-site trainings.
4. Ability to work irregular hours including late nights, early mornings, weekend and holidays.
5. Reference Physical Demands Form.

\*KEY POSITION\*