



Ho-Chunk Nation

Job Description



TITLE: Sales Supervisor		JOB CODE: SALS
Business		EEO: 5
Non-Exempt	Flex	FUNDING SOURCE: NPD
HO-CHUNK PREFERENCE		

"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 supervising the sales personnel and coordinating the daily activities within the sales department including but not limited to sales and cash transactions, proper documentation, and following the appropriate procedures 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. Ensure staff complies daily with Ho-Chunk Nation laws, standard operating procedures, Class II Internal Control Manual, Employment Relations Act, and the Minimum Internal Control Standards established by the National Indian Gaming Commission.
2. Prepare weekly and monthly reports and submit to the immediate supervisor by the deadline.
3. Responsible to train and supervise the Floor Sales staff on a daily basis.
4. Ensure daily work is completed accurately with minimal errors.
5. Responsible for investigating and responding to customer disputes when Floor Manager is absent at a minimum of one (1) time per month.
6. Responsible for determining the average sales per session.
7. Maintain and update the Bingo Sales Standard Operating Procedures and manual at a minimum of four (4) times per year.
8. Other duties as assigned within the scope of this job description.

JOB RESPONSIBILITY

Job Reports to	Supervisor – See Organizational Chart
Leadership Accountability	Implements operating plans
Supervisory Accountability	Supervises associates below supervisory level
Organizational Accountability	Manages sub-unit of a department
Financial Accountability	None
Customer Accountability	Interfaces with officials and executives. Interfaces with regulatory authorities. Interfaces with outside and inside customers.
Freedom to Act	Operates with significant independence. Subject to general input from supervisor. Subject to regular review by supervisor.

MINIMUM QUALIFICATIONS

EDUCATION:

1. Must have 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.
3. Willing and able to complete a University Extension class on how to supervise employees.

EXPERIENCE:

1. Two (2) years' experience working in Bingo Hall(s).

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Must have knowledge of supervisory principles.
2. Considerable knowledge of floor operations at a gaming hall or similar organization requiring multiple shifts.
3. Ability to formulate and initiate operating plans and procedures, and direct their application.
4. Ability to speak and write effectively.
5. Ability to work with minimal supervision.
6. Keyboard and computer skills desired.

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 work.

WORKING CONDITIONS

1. Loud, smoky, fast-paced environment.
2. Office setting.

KEY POSITION