



Ho-Chunk Nation

Job Description



TITLE: TABLE GAMES TRAINER		JOB CODE: TGTN
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

The Table Games Trainer develops programs that range from teaching basic skills to teaching complex games requiring a high level of aptitude. The Table Games Trainer is the expert who can impart all aspects of how to be an effective Table Games team member with good game protection and excellent customer service skills 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. Works with Table Games management and staff to create programs that effectively train personnel on procedures for maximum game protection while still providing exceptional customer service at a minimum of four (4) times per year.
2. Utilizes a variety of tools to account for the differences in learning styles among staff in order to allow for the best possible retention of skills at each of the daily training sessions.
3. Daily enforcement of the Indian Gaming Regulatory Act, State Gaming Compact, Rules of Play and all other policies and procedures of the Ho-Chunk Nation and the Table Games Department.
4. Exhibits flexibility in order to maximize the number of staff that can attend trainings with minimal impact on the Department's day-to-day operations.
5. Models an exceptional work ethic to all Table Games staff which includes outstanding attendance on a daily basis.
6. Other duties as assigned within the scope of this job description.

JOB RESPONSIBILITY

Job Reports to	Supervisor – See Organizational Chart
Leadership Accountability	Develops strategic plans and interprets policy; Implements operating plans;
Supervisory Accountability	Supervises professionals and non-managers; supervises associates below supervisory level
Organizational Accountability	Manages sub-unit of a department
Financial Accountability	None
Customer Accountability	Interfaces with inside customers; interfaces with outside customers.
Freedom to Act	Operates with significant independence; subject to general input from supervisor; subject to regular review by supervisor.



MINIMUM QUALIFICATIONS

EDUCATION:

1. High school diploma or equivalent is required.

ESSENTIAL:

1. All casino employees will be subject to the Criminal and Background restrictions of the Ho-Chunk Nation.
2. Must be bondable.
3. Able to pass a colorblind test and have perfect or corrected eyesight.
4. Must successfully complete training in Title 31 and remain compliant.
5. Valid driver's license, dependable transportation and proper insurance.

EXPERIENCE:

1. Two (2) years' successful related experience in Class III Table Games Operations.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. A working knowledge of all games currently in use by the Table Games department.
2. Demonstrates a high level of proficiency at all Table Games procedures, with the ability to impart such knowledge to other staff.
3. Instructs using the Four Modalities of Learning, using visual, auditory, tactile and kinesthetic methods to reach all learning styles.
4. Computer proficiency in PowerPoint, Microsoft Excel, Microsoft Word; ability to utilize social media for use in training exercises.
5. Exhibits an optimum level of skills in coordinating people, programs and procedures; understands departmental scheduling requirements, and creates appropriate training for staff.
6. Models a high level of excellent customer service, with both internal and external guests; teaches staff the most effective ways to offer exceptional customer service.
7. Presents a professional demeanor with good hygiene.
8. Provides the department with access to the skills and knowledge of the position by regular attendance.

WORK PLACE RESPONSIBILITY

1. Maintains a safe and healthy work place environment.
2. Receives appropriate training and counseling in all of the applicable procedures to safely do the assigned work, and either conducts such training or recommends Dealers, Table Games Supervisors and Table Games Pit Supervisors to an expert outside the Table Games Department.

WORKING CONDITIONS

1. Smoking environment.
2. Elevated noise levels.
3. Meets all requirements in the position's Physical Demands Worksheet.

KEY POSITION