

**POSITION:** Front Office Attendant      **POSTING DATE:** June 03, 2022

**WAGE:** \$15.00 per hour      **CLOSING DATE:** Until Filled  
**Full-Time + Shift Differential** can earn up to 17.50 per hour

**Location:** Gaming Division      **Reports Directly To:** Front Office Coordinator

**Candidates hired may be eligible for up to 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.

**GENERAL RESPONSIBILITIES:**

Perform the duties and activities of the front desk throughout the shift as well as handling PBX and reservations. Work closely with the Valet/bell staff and with all other departments of the hotel to ensure a great experience for the guests.

**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 at least 18 years of age.
7. Must be COVID 19 fully vaccinated and remain up to date with required doses.

**EDUCATIONAL REQUIREMENTS:**

1. High School Diploma or GED is preferred. High School Diploma or GED is required if you are 19 years old and under.

**DUTIES:**

1. Must attend all training as required by North Star Mohican Casino Resort.
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 random 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 organization.
6. Must wear the approved departmental uniform.
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. Answer and process all incoming calls while maintaining a positive and professional image for the property.
10. Check bulletin board and logbooks for all pertinent and updated information.
11. Forward messages and faxes as needed to guests and various internal departments in a timely manner.
12. Must be completely familiar with all the different types of rooms, suites, room rates and room packages, special offerings, and amenities.
13. Be knowledgeable and familiar with the resort's activities, other venues and its hours of operation and promotions.
14. Record and follow up on guest requests.
15. Use of a radio to communicate between security, facilities in emergency and non-emergency situations.
16. Be familiar with optional overnight accommodations in the area and their phone numbers in the event the hotel is booked or over booked.
17. At all times maintain a presence at the front desk with a smile when on duty.
18. Always use the guest's name whenever possible.
19. Respond to guest inquiries in an efficient, courteous, and professional manner.
20. Use proper language and phone etiquette when dealing with guests or peers.
21. Adhere to the highest service standards to offer the resort guests an optimum hospitality experience.
22. Greet and register guests upon their arrival and issue room key.
23. Review all special requests and handle as appropriate. Extra pillows, wake up calls etc.
24. Report pertinent information to the hotel Front Office Coordinator or Manager.
25. Receive and record payments (credit cards, cash, etc.) and post guest charges of all types to their account.
26. Be cognizant of the traffic flow in the lobby for efficiencies and guest satisfaction.
27. Carry out all assignments received from the Front Office Coordinator or Manager.
28. Book reservations per procedures over the phone for individual guests, groups, or organizations.
29. Works closely with the Front Office Coordinator and Front Office Supervisor to ensure availability of room blocks for groups and their requirements.
30. When dealing with a guest complaint, demonstrate active listening skills and try to remedy the situation to the satisfaction of the guest. If not successful, turn the situation over to the supervisor.
31. Interact and communicate with guests, peers, and other departments.
32. Keep front desk and PBX area clean and orderly throughout the shift. Prioritize and handle multiple tasks at the same time.
33. Assume the duties of other team members when there are staff shortages or simply assist them.
34. Complete end of shift paperwork and make bank deposit. Keep your bank always secured during the shift.
35. Return all telephone messages in a timely manner.
36. Respond to guest inquiries in an efficient, courteous, and professional manner.
37. All other assigned duties.

**QUALIFICATIONS:**

1. North Star Mohican Casino Resort is looking for a courteous and friendly individual.
2. Previous experience in similar position is preferred.
3. Must be computer literate and able to type (Microsoft Word and Excel).
4. Experience and knowledge of hotel management software is a plus.
5. Good verbal and written skills.
6. Ability to understand and follow policies and procedures.
7. Must have strong critical thinking and problem-solving skills.
8. Must have exceptional guest service skills.
9. Ability to maintain positive and effective working relationship between departments and employees.
10. Understanding and knowledge of a 24-hour, 7 day a week operation.
11. Must be able to work a flexible schedule when required.
12. Good organizational, communication, and interpersonal skills and the ability to interact with guests and staff diplomatically and graciously.
13. Ability to multi-task.

**PHYSICAL REQUIREMENTS/WORK ENVIROMENT:**

1. Constant hand movements (repetitive motions: grasping, holding, use of finger dexterity).
2. Constant standing and occasional walking, bending, and reaching.
3. Occasional pushing/pulling, lifting and/or moving up to thirty (30) pounds.
4. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and depth perception and the ability to adjust and focus.
5. Work is generally performed in a casino setting with a higher noise level and where cigarette smoke is prevalent.
6. Work environment is **NOT** smoke, noise or dust free.

**SUBMIT APPLICATION TO:**

Human Resource Department  
North Star Mohican Casino Resort  
W12180 County Road A  
Bowler, WI 54416, or Email completed application to: [jobs@orthstarcasinoresort.com](mailto:jobs@orthstarcasinoresort.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 AND 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.**