



JOB DESCRIPTION

TITLE:	Hotel Assistant Manager
DEPARTMENT:	Hotel
SUPERVISOR:	Hotel Manager
WAGE:	\$14 – \$16 hr. DOQ
SHIFT:	Days/Nights/Weekends/Holidays or as needed
CLASSIFICATION:	Gaming License Required
POSITION:	Full-time, non-exempt
REQUIREMENTS:	40 hours per week

JOB SUMMARY: Under the direction of the Hotel Manager, the Assistant Hotel Manager is to help the Hotel Manager complete all activities related to the operations of the hotel, campground, and marina, ensuring the establishment works as smoothly as possible. Applicants should be advised that the Tribe reserves the right to disqualify applicants whose prior activities pose a threat to the public interest. Friendly, professional attitude required at all times. Must be willing to work weekends, nights, and holidays. Neat clean appearance is a must. Native American preference but all qualified applicants will be considered.

JOB QUALIFICATIONS:

- At least five (5) years experience in hospitality management.
- Must have knowledge and understanding of various hotel operating systems and player tracking systems preferred.
- Previous cash handling experience.
- Previous customer service experience required.
- Excellent customer service skills.
- Must be proficient in computer applications.

- Ability to make sound decisions based on limited information.
- Must possess excellent interpersonal and employee relation skills.
- Ability to respond calmly and make rational decisions in stressful situations with co-workers, guest, and vendors.
- Ability to maintain strict confidentiality.
- Ability to multi task.

DUTIES AND RESPONSIBILITIES:

- Must adhere to Legendary Waters Resort & Casino's policies and procedures.
- Must adhere to all appearance and uniform standards.
- Responsible for the quality, consistency, and presentation of all services delivered to guests.
- Ensures hotel, campground, and marina are well maintained and operational.
- Training of new employee's.
- Handles all bussing for the property.
- Assumes full responsibility for the department in the absence of the hotel manager.
- Responds to guest service interactions in a professional and timely manner.
- Ensure adherence to guest service standards within established departmental policies and procedures.
- Ensure the daily operation of the check in/out process runs efficiently.
- Perform all functions necessary for registration and assignments of guest rooms.
- Checks out guest and receives room payment.
- Maintains all related records.
- Must be able to sit, stand, and/or walk for long periods of time.
- Must be able to lift 25-30 lbs.
- Perform other duties as assigned.

Not a smoke free environment.

The Red Cliff Tribal Council has a drug free workplace policy and adheres to the intent of the drug free workplace act. All new hires are subject to a drug test prior to starting.

Applications are available at the Cashier's window, the Personnel office of the casino, and on the website www.legendarywaters.com

Posted: 7/2/18

Deadline: Until Filled

For further information contact:

LW Human Resources Department: 37600 Onigamiing Drive, Red Cliff WI
smorris@legendarywaters.com (715) 779-9401