

Baraga Property

16449 Michigan Avenue
Baraga, MI 49908
906-353-6623 x4188
Fax: 906-353-8786



Marquette Property

105 Acre Trail
Marquette, MI 49855
906-249-4200 x204
Fax: 906-249-9610

Human Resource Department

OJIBWA CASINOS POSITION DESCRIPTION

JOB TITLE: Food & Beverage Cashier

DEPARTMENT: Food & Beverage

LOCATION: Marquette

SUPERVISOR: Food & Beverage Lead

WAGE: Grade 4 (Min: \$10.00/hr + tips)
(*Guaranteed minimum wage \$13.00/hr*)
Full-Time / Part-Time (*up to 37 hours/wk*)
Non-Exempt Position

CLOSING DATE: Continuous

The Keweenaw Bay Indian Community does not discriminate on the basis of race, color, national origin, sex, religion, or age in employment. However, individuals of Indian Ancestry and Veterans will be given preference by law.

TO APPLY, PLEASE COMPLETE A KBIC ENTERPRISE APPLICATION AND SUBMIT IT TO:

Human Resources Department – hr@ojibwacasino.com

16449 MICHIGAN AVENUE
BARAGA, MI 49908
FAX: 906-353-8786

OR

105 ACRE TRAIL
MARQUETTE, MI 49855
FAX: 906-249-9610

POSITION SUMMARY: This position is responsible for providing fast, friendly and courteous service to guests, while taking and serving their order. This non-exempt position works assigned shifts to include nights, weekends and holidays.

QUALIFICATIONS/REQUIREMENTS:

1. High School Diploma, GED or High School Certificate of Completion is preferred.
2. Must be at least 18 years old.
3. Prior work experience as a cashier and or server is preferred.
4. Must be TAMS Certified or obtain within 90 days of hire.
5. Must be willing to work nights, weekends and holidays.
6. Strong customer service is essential.
7. Ability to communicate in a clear and concise manner is essential.
8. Excellent customer/employee relation skills are required. The individual must be able to deal with the general public and fellow employees with tact, courtesy, respect, objectivity and maturity.
9. Must possess the ability to operate a Point of Sale system.
10. Must be willing and able to obtain additional education and training as needed.

11. Must have a satisfactory work and attendance record.

DUTIES AND RESPONSIBILITIES:

- Works in assigned area, takes and serves food and or beverage orders from guests and processes guest's payments in a timely manner.
- Serves our guests and other staff members in a friendly, helpful and courteous manner. Practices superior customer service skills at all times to include, but not limit to, addressing customer and employee needs courteously and promptly. Deals with difficult customers with resiliency/flexibility.
- Continually checks in on customers to ensure their dining needs are met at all times.
- Resolves guest issues and complaints in a timely manner.
- Busses and wipes down tables and resets according to established procedures.
- Cleans and refills condiment containers, including salt/pepper shakers.
- Keeps supervisor informed of happenings in the restaurant.
- Stays informed of all our drink and menu offerings, including daily specials.
- Promotes and markets all of our drinks and menu offerings.
- Complies with and helps ensure adherence to our alcohol policy, including responsible alcohol service, while monitoring our patrons to ensure that they do not become overly intoxicated.
- Keeps the guest areas clean and in an orderly condition.
- Assists other staff with customers and delivery of orders, as needed.
- Performs all other job related duties as assigned by their supervisor.
- Must comply with Employee Health & Personal Hygiene Procedures.

PHYSICAL REQUIREMENTS:

1. Must be physically mobile and have the ability to stand for long periods of time, walk continuously and sit, bend/stoop, carry and lift up to twenty-five (25) pounds.
2. Must be able to tolerate varying levels of noise, dust and/or smoke.
3. Employee must pass a pre-employment background check, physical and drug screen. *Employees handling food will be required to have a pre-employment and annual TB Skin Test.*

This summary is intended to indicate the kinds of tasks that will be required of this position and shall not be construed as declaring what the specific duties and responsibilities of the position shall be. It is not intended to limit or modify the right of the supervisor to assign, direct and control the work of the employee, nor to exclude other duties not mentioned that are of a similar kind.