



13767W County Road B
Hayward, WI 54843

Job Posting

Job Title: Lead Shift Supervisor
Department: Cage/Vault
Reports to: Cage/Vault Manager
Starting Rate: \$43,888 - \$52,111
Position Type: Key
Opening Date: 09/02/25
Closing Date: Until filled

Basic purpose or function: Work with Shift Supervisors to ensure department policies and procedures are being followed. This position also serves as a backup to the department Manager position.

Job Duties:

- Complete knowledge and enforcement of Cage/Vault procedures and Minimal internal control standards.
- Complete knowledge of Cage/Vault equipment operating procedures and ability to perform minor repairs and maintenance.
- Ensure and enforcement of Cage/Vault security - dress code, keys, locked drawers, etc.
- Complete and submit detailed daily shift report for all occurrences. Provide electronic report to Cage/Vault Manager.
- Keep accurate attendance reports by verifying the timesheet and schedules.
- Responsible for maintaining a positive environment between customer and associates.
- Responsible for organizing and delegating assignments to supervisors for adequate coverage during your shift, and to follow up on its implementation.
- Responsible for contacting team members and adjusting schedules to cover shifts and reduce overtime in absence of the department manager.
- Training Supervisors on any new procedures, techniques or equipment.
- Inventory – Audit on going activities to ensure adequate supplies of Cage/Vault are being maintained.
- Audit banks if discrepancy is found.
- Authorize large payoffs, issue jackpot checks, and notify Surveillance.
- Function as a "Working Supervisor" when needed, work hours that are flexible and support the customer needs of the Casino, e.g. handle a cash drawer; fill in for supervisors who are absent or who have worked in excess of ten hours.
- Train and work in all areas as needed.
- Relieve associates, as needed for breaks; verifies and transports transfers to the Vault etc.
- Ability to influence, leads, motivates and solves day-to-day situations.
- Check all areas for cleanliness, shift reports, balances and problems.
- Complete and submit daily paperwork and log variances in absence of department manager.
- Call for maintenance on Cage/Vault equipment when needed.
- Record and complete Monthly Waived Fees report and submit to Player Development.
- Ability to demonstrate effective counseling and deliver objective performance evaluations to subordinates, while always maintaining confidential information.
- Ability to resolve customer disputes and maintain a friendly atmosphere while doing so.
- Perform other duties assigned to you by the Cage/Vault Manager.

Job Qualifications:

- High School Diploma or equivalent.
- Prior supervisory experience and has proven leadership qualities.
- Minimum of 18 years of age.
- Strong customer service experience with direct guest interface.
- Must be knowledgeable in MS Office, Excel, & Outlook
- Prior money handling experience and adequate math skills a must.
- Must be able to stand for long periods of time.
- Must be able to lift 50lbs or more.
- Must be extremely dependable, organized, detail orientated, and accurate.
- Present a clean, neat, and professional image.
- Must be able to work a flexible schedule if needed.
- Excellent oral communication and written communication skills.
- Must complete Title "31" training.
- Must obtain and maintain a key gaming license.

Native American preference applies to all candidates for this position.

Apply online at:

www.sevenwindscasino.com

Our Team

If you are unable to apply online or wish to submit a transfer request/application, submit information to:

Sevenwinds Casino, Lodge & Conference Center
Human Resource Department

13767W County Road B
Hayward, WI 54843

Tina Coss, Human Resource Manager
715-634-5643 Ext. 6107