



13767W County Road B
Hayward, WI 54843

Job Description

Job Title: Team Member Engagement Specialist
Department: Human Resources
Reports to: Human Resources Manager
Position Type: Key

Basic purpose or function: The Team Member Engagement Specialist cultivates and maintains ongoing internal awareness of the principles of the company brand through monitoring site-wide execution of our vision/mission statement, core values, service standards and service delivery. The Team Member Engagement Specialist cultivates ongoing operational improvement by encouraging and recognizing excellence in performance. The Team Member Engagement Specialist will also offer coaching to fellow Team Members to encourage a successful working relationship.

Job Responsibilities:

- Develop internal multi-media campaigns to establish continual team member participation with learning the company beliefs and values through contests, games, advertising, questionnaires, surveys and discussion.
- Help plan and execute events and team member rallies that highlight and recognize individuals and their accomplishments.
- Conduct team member surveys to identify opportunities to increase team-member/guest interaction.
- Establish volunteer committees to plan events and brainstorm for creative ways to cultivate high morale.
- Promote ever increasing awareness of the vision/mission statement, core values, 3-steps of service and 8 service standards.
- Monitor overall engagement by our team members for effectiveness in providing a premier guest experience. This will include the utilization of Internal Solution Reports (ISR); receiving, researching and replying to in order to conquer service barriers.
- Execute follow up with our entire leadership team on resolving process inefficiency that results in less than premier service.
- Promote the highest degree of customer service, both internally and externally. Contribute positive energy to the work environment that promotes teamwork, recognition, mutual respect, and guest and team member satisfaction.
- Adhere to compliance with departmental procedures and internal controls, policies, procedures and regulations.
- Establish criteria to measure team member involvement.
- Assists the Marketing Department with promotions and events to engage team members on an ongoing basis.
- Propose unconventional service improvement ideas to the HR Manager and Executive Management.
- Coach Team Members to improve on attendance and job performance
- Work with the Training & Development Specialist to design a component of new hire orientation to include an overview of how engagement should be conducted and what it means to our company brand.
- Encourage team-member mentoring of new hires in all facets of our premier guest experience company culture.
- Perform pre-hire and for-cause UA testing
- Other duties as assigned

Minimum Qualifications:

- Associates Degree in a Human Resource or Business related field preferred or an equivalent combination of education and experience.
- Experience in the hospitality industry, working directly with guests
- Knowledge of HR processes
- Possess values that align with the company culture: family oriented environment, ownership & commitment, hands on approach, passionate
- Strong customer service experience with direct guest interface.
- Must be knowledgeable in MS Office, Excel, & Outlook
- Must be 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 a key gaming license.

Native American preference applies to all candidates who apply