



13767W County Road B  
Hayward, WI 54843

## Job Posting

Job Title: Food and Beverage Administrative Assistant  
Department: Food and Beverage  
Reports to: Food and Beverage Manager  
Pay Range: E1  
Position Type: Key  
Opening Date: 10/25/2023  
Closing Date: Until Filled

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**Basic purpose or function:** The Food and Beverage Administrative Assistant is responsible for providing administrative support to the department. The position is also responsible for providing excellent guest service within the Food and Beverage department. This individual will provide leadership and guidance to the Food and Beverage Service Team and is considered part of the department leadership team.

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### Job Duties:

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- Provide administrative support to the Food and Beverage Manager and other department leadership.
- Maintain organized and detailed correspondence.
- Maintain department filing systems, both hard copy and electronic.
- Complete timely, accurate and business needs-based schedules for the Front of House Food Service Team Members and Beverage Team Members.
- Maintain and approve Food and Beverage Team Members time within the time keeping system.
- Assist the Food and Beverage Manager in establishing and maintaining policies and procedures for the Food and Beverage Department.
- Work with the Food and Beverage Leadership team to plan and conduct departmental meetings.
- Onboard and acclimate new Team Members while providing thorough, documented training.
- Prepare and deliver coaching and counseling notices, working in collaboration with the Manager to complete them.
- Prepare and deliver evaluations, working in collaboration with the Food & Beverage Manager to complete them on a timely basis
- Assist with completing department inventories and ordering.
- Assist and train Team Members on all Food and Beverage systems.
- Assist the Kitchen Supervisor to organize workloads for Food Service Team Members.
- Assist the Lead Beverage Server to organize workloads for Beverage Service Team Members.
- Responsible for service operational functions within the Food and Beverage department.
- Assess, address, and create an action plan for any service opportunities.
- Communicate with all Team Members regarding any relevant information relating to property promotions, changes, services, entertainment or additions in policy or procedure or any other operational business needs.
- In conjunction with the Food and Beverage Leadership team, be responsible for quality control of items being served.

- Use sound judgment in responding to situations and emergencies that may arise within the Food and Beverage Department.
- Ensure all work areas are safe, clean and professional.
- Perform other duties as assigned.

### **Job Qualifications:**

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- High school Diploma or equivalent
- 2-3 years clerical experience
- 2-3 years previous supervisor experience
- Excellent written and verbal communication skills
- Accurate typing and editing skills with a keen eye for detail.
- Ability to spot and resolve problems efficiently.
- Prior experience in the hospitality industry with focus in the food and beverage industry preferred.
- Prior experience in training, coaching, scheduling, evaluating, and holding team members accountable as necessary.
- Must possess strong guest service experience with direct guest interface experience.
- Must demonstrate above average diplomacy skills.
- Must be self-motivated and have a strong sense of responsibility.
- Must be tactful and successful in motivating Team Members while demonstrating a positive attitude.
- Able to maintain excellent guest service skills and presence in a fast-paced, changing environment.
- Ability to maintain confidentiality of sensitive materials and information.
- Demonstrated competence with Windows based software including Microsoft Office, Excel, & Outlook.
- Subject matter expert with Agilysys, Kronos and Optimum control.
- Prior money handling experience and basic math skills.
- Must be dependable, organized, detail orientated, and accurate.
- Must present a clean, neat, and professional image.
- Must be able to work a flexible schedule if needed, including opening, closing, weekend, special event and holiday shifts.
- Must maintain an operator's/bartender's license.
- Must maintain Title "31" compliance.
- Must maintain a key gaming license.

### **Key Competencies:**

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Key competencies include Team Member and time management, able to receive and provide clear direction, verbal acuity and basic math aptitude, problem solving, organized, integrity, honesty, reliability, guest service oriented, attention to detail, pro-active, accountable.

**Native American preference applies to all candidates for this position.**

Apply online at:

[www.sevenwindscasino.com](http://www.sevenwindscasino.com)

Our Team

If you are unable to apply online, submit information to:

Human Resource Department  
Sevenwinds Casino, Lodge & Conference Center  
13767W County Road B  
Hayward, WI 54843

Doug Merrill, Training & Development Specialist  
715-634-5643 Ext. 6121

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

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