SEVENWINDS CASINO
LODGE & CONFERENCE CENTER

13767W County Road B
Hayward, WI 54843

Job Posting

Job Title: Training & Development Specialist
Department: Human Resources
Reports to: Human Resource Manager
Pay Range: E4
Opening Date: 1/30/2024
Closing Date: 2/13/2024

Basic purpose or function: This position actively searches, creatively designs and implements effective methods to educate and develop team members in departmental curriculum and leadership while supporting Human Resource processes by providing training to departments for growth and retention.

Job Responsibilities:

- Create and conduct new hire orientations once a week for new team members
- Develop and execute an integrated twelve month training and communications plan for the LCO Casino, Lodge, & Convention Center
- Strengthen the leadership and members of the organization. Helping them understand goals and objectives through policy review workshops
- Oversee training, development, and long term staffing strategies
- Communicate and demonstrate the company Mission/Service Basics/Core Values and foster positive employee relations
- Maintain floor presence and direct contact with team members and management to identify employee relations concerns and monitor the team member environment
- Generate and lead change initiatives with a positive, enthusiastic approach. Influencing others to accept and work through change.
- Aid in internal career development for associates i.e. transfers and trainings
- Provide additional training to help team members improve their skills.
- Participate in service quality committee meetings: Recognition, Communications, & Service Recovery
- Maintain employee confidence and protect operations by keeping human resource information confidential
- Assist in day to day operations and special projects of the Human Resource department
- Contribute to the team effort by accomplishing other duties as assigned

Minimum Qualifications:

- Bachelor's Degree in a business related field plus five (5) years as a trainer in a business environment required or an equivalent combination of related education and experience. Professional certification preferred.
- Possess values that align with the company culture: family oriented environment, ownership & commitment, hands on approach, passionate
- Knowledge of HR processes
- Experienced in a high-paced setting casino operations atmosphere
- Ability to maintain strong, positive relationships and influence and guide others
- Ability to remain approachable and accessible to team members on all shifts
- Able to work confidently and timely and at advanced levels in needs assessment determination, curriculum development, team member performance and growth activities
- Strong communication and presentation skills
- Must be organized, detail orientated, accurate, able to work independently on assigned tasks, work under pressure, and display strong customer service skills
- Strong computer skills including MS Office and ability to adapt to department specific programs
- Ability to contribute to and lead a team required
- Must obtain 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, submit information to:

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

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