



13767W County Road B
Hayward, WI 54843

Job Posting

Job Title: Shift Lead
Department: Housekeeping
Reports to: Lead Supervisor
Starting Pay: \$13.74
Premium Pay: \$3.00 to \$5.00/hr.

Basic purpose or function: Shift Leads are responsible for ensuring the highest quality cleaning, sanitation, and safety standards, as set by the Sevenwinds Casino, Lodge & Conference Center, are carried out within the established timeframes of their shift. The Shift Leads will be responsible for providing the comfort and cleanliness of the entire property. In coordination with the Manager, the Supervisor establishes an exceptionally high standard of cleanliness and service and imparts this same high standard to the line staff through training; positive motivation and instilling pride in the job

Job Duties:

- Responsible for proper use and distribution of cleaning supplies and amenities, using only what is needed, to control waste and notify the Lead Supervisor of any shortages or outages.
- Responsible for the proper use and care of equipment, reporting any unusable equipment to the Lead Supervisor.
- Responsible for reporting call-ins, team member performance issues and violations of policies during your shift to the Lead Supervisor and/ or MOD and ability to cover that designated area.
- Practice all safety standards as specified by Sevenwinds Casino, Lodge & Conference Center; always be aware of workplace safety hazards, for example, broken glass, tripping hazards, frayed electrical cords, leaks, broken locks, etc. and report to Lead Supervisor.
- Remain alert and courteous, and helpful to Casino Team Members and Guests at all times.
- Must be able to take direction and/ or criticism with a positive attitude.
- Perform other related duties as assigned.
- With the assistance of the Lead Supervisor, will be responsible for training new team members, counsel, coach, and supervising the Service Specialists to ensure maximum productivity in all job categories.
- Help in the development and input of job performance evaluations.
- Maintain cleanliness of back office and all public areas of the gaming complex.
- Consistently offer a very high standard of service to the guests.
- Gain a thorough technical knowledge of the maintenance and care of cleaning equipment and machinery. Must also have a thorough knowledge of the use of cleaning chemicals.
- Report maintenance and repairs to the Lead Supervisor.
- Maintain a log of appropriate level of supplies on hand.
- Motivates and develops service specialists.
- Performs other related duties as requested.

Job Qualifications:

- Must be at least eighteen (18) years of age.
- Prior supervisory experience and has proven leadership qualities.
- Must have High school diploma, HSED, GED, or equivalent; or in the process of receiving one.
- Must be able to lift fifty (50 lbs.) pounds.
- Must be able to work a flexible schedule.
- Must take direction well.

- Strong customer service experience with direct guest interface.
- Must be knowledgeable in MS Office, Excel, & Outlook
- Must be dependable, organized, detail orientated, and accurate.
- Excellent oral communication and written communication skills.
- Must complete Title "31" training.

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