



13767W County Road B  
Hayward, WI 54843

## Job Posting

Job Title: Hospitality Administrative Assistant  
Department: Food Service  
Reports to: Executive Director of Hospitality  
Starting Rate: \$45,451 Salary  
Position Type: Key  
Opening Date: 10/21/2024  
Closing Date: 11/4/2024

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**Basic purpose or function:** The Hospitality Administrative Assistant is responsible for providing administrative support to the Food Service, Beverage Service, Lodge, and Conference Center departments to ensure efficient and smooth day-to-day operation. The Hospitality Administrative Assistant will oversee routine and advanced duties for the departments listed above. This position will work closely with the leadership team to organize files, create correspondence, and prepare reports and or documents. A range of clerical tasks including managing calendars, preparing invoices, time and attendance, inventory management, and scheduling work orders are also responsibilities of this position.

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### Job Duties:

- Provide administrative support to the Food and Beverage, Lodge, and Conference Center leadership team.
- Handle incoming correspondence, including but not limited to emails, memos, faxes, and mail.
- Tracking of department inventory, including ordering supplies and products, coordinating deliveries, and maintaining vendor contracts.
- Scheduling equipment maintenance.
- Develop and maintain department filing systems, both hard copy and electronic.
- Conducting industry research for the Hospitality departments while drafting supporting documentation for presentations, conferences, and meetings.
- Assisting in the preparation of reports.
- Answering and direct phone calls, appropriately forwarding messages, and following up on inquiries.
- Greet visitors, vendors, and new team members.
- Managing a complex calendar of professional meetings for the Executive Director of Hospitality and the Hospitality leadership team.
- Plan and schedule department meetings; including taking detailed minutes of said meetings.
- Work with the Hospitality leadership team to complete and submit department schedules based on business needs.
- Approve all the Hospitality department's team members' time within the time management system.
- Maintaining all Hospitality department team members' occurrence points while preparing disciplinary action documentation if needed.
- Assist the Hospitality leadership team in establishing and maintaining updated policies and procedures for the Hospitality departments.
- Prepare team member counseling notices and evaluations while working in collaboration with the Hospitality department leadership to be completed on time.
- Perform functions within the POS and PMS systems.
- Assist the Hospitality leadership team with training new team members within their departments.

- Communicate with all the Hospitality leadership team regarding any relevant information relating to property promotions, changes, services, entertainment, additions in policy or procedure, or any other operational business needs.
- Use sound judgment in responding to situations and emergencies that may arise within the Hospitality Departments.
- Ensure all Hospitality department work areas are safe, clean, and professional.
- Help fill in during the absence of a team member.
- Maintain contact lists for vendors and team members.
- Perform other duties as assigned.

**Job Qualifications:**

- High School Diploma or equivalent
- 2-3 years of clerical experience
- 2-3 years of previous administrative 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 is 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 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
- Ability with Windows-based software including Microsoft Office, Excel, & Outlook
- 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, including weekends, special events, and holiday shifts
- Must maintain an operator's/bartender's license
- Must maintain Title "31" compliance
- Must maintain a key gaming license

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 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