



13767W County Road B
Hayward, WI 54843

Job Posting

Job Title: Lodge Director
Department: Lodge
Reports to: Executive Level
Starting Rate: \$66,742 - \$83,427
Position Type: Key
Opening Date: 09/14/26
Closing Date: Until filled

Basic purpose or function: The Lodge Manager is responsible for various duties, leads all activities for the Lodge operations of the Sevenwinds Casino Lodge and Conference Center. The Lodge Manager is involved in all tasks and aspects associated with directing Lodge business, overseeing personnel, ensuring that the Lodge is properly maintained, overseeing renovation projects, inventory management, health, and safety compliance, managing guest inquiries and concerns, along with monitoring financial performance, budgets, expenses, and identifying strategies to maximize revenue and profitability. Develop and implement effective marketing strategies while ensuring compliance with industry standards and company policies, procedures, and internal controls. Collaborate with other departments to ensure seamless coordination professionally, aiming to exceed guest expectations. Coordinating Lodge bookings to optimize occupancy rates and maintain high standards of cleanliness and comfort throughout the Lodge operations. Develops and maintains relationships with guests to ensure satisfaction and repeat business.

Job Duties:

Operational Leadership

- Oversee all aspects of Lodge operations, ensuring smooth daily functioning, financial performance, and exceptional guest and team member experiences.
- Maintain a consistent presence in daily operations, actively engaging with guests and team members to foster positive relationships.
- Develop, update, implement, and enforce department procedures in alignment with Casino policies and industry standards.
- Ensure the Lodge maintains cleanliness, safety, and sanitation standards at all times.

Team Development & Management

- Recruit, train, mentor, evaluate, and support all Lodge team members to foster a high-performance and guest-focused culture.
- Prepare and manage department schedules to ensure adequate coverage and productivity across all operations areas.
- Conduct monthly departmental meetings and ensure ongoing communication across the team.
- Support and manage team performance through coaching, disciplinary documentation, evaluations, and recognition programs.

Financial Management

- Meet or exceed department budget goals through diligent financial oversight and performance improvement strategies.
- Prepare and monitor annual budgets including payroll, operational expenses, and capital improvement recommendations.
- Conduct regular financial reviews and reporting (room revenue, postings, cash handling, etc.), ensuring accurate and balanced records.
- Monitor room revenue and perform bucket checks, ensuring proper rate postings and necessary justification for deviations.

Guest Experience & Quality Control

- Ensure a high standard of customer service is delivered consistently by all Lodge team members.
- Promptly handle guest concerns and complaints in a professional manner, aiming to exceed expectations.
- Monitor guest feedback and implement improvements to maintain high satisfaction and encourage repeat business.
- Inspect Lodge rooms and public areas regularly to ensure quality, cleanliness, and readiness; follow up on deficiencies immediately.

Strategic Planning & Marketing

- Develop and execute marketing and sales strategies to drive occupancy and revenue.
- Monitor the local market and competition to identify opportunities and maintain a competitive advantage.
- Configure and manage rate structures, packages, discounts, and promotions with the PMS system.

Administrative Responsibilities

- Oversee administrative tasks such as room status updates, reports, key management, and inventory control.
- Ensure accurate use of Lodge systems (PMS, timekeeping, reporting, etc.) and staff proficiency in these tools.
- Complete documentation including PAF's, incident reports, evaluations, and disciplinary notices.
- Maintain relationships with vendors and partners to ensure quality supplies and services.

Compliance, Safety, & Communication

- Ensure compliance with all health, safety, and industry regulations.
- Respond promptly to emergency situations of guests, involving the appropriate personnel or agencies.
- Communicate regularly with departments such as Marketing, Security, Maintenance, MODs, and VIP Hosts to ensure operational alignment.
- Report and document suspicious or unsafe activity in collaboration with security and local law enforcement as necessary.
- Maintain strict confidentiality and professional judgement in all aspects of the role.

Other Expectations

- Attend and participate in BEOs and management meetings.
- Participate in ongoing leadership development and hospitality training.
- Be available to work any shift or position within the Lodge as needed.
- Perform other duties as assigned by the Executive Director of Hospitality or the Manager on Duty (MOD).

Job Qualifications:

- Bachelor's Degree in Hotel Management or a hospitality-related field; or an equivalent combination of education and relevant experience.
or
- Bachelor's degree in Sales/Marketing with at least 4 years of sales experience in the hotel or hospitality industry.
- Minimum of 5 years of prior management experience in a Hotel, Lodge, or comparably hospitality setting.
- Proven leadership experience managing teams, operations, and guest service in a high-volume, guest-focused environment.
- Ability to lead people and drive results; motivating teams to exceed goals.
- Strong forecasting, budgeting, and financial management skills, with the ability to analyze trends and implement corrective actions as needed.
- High level of organization, attention to detail, and accuracy in work.
- Strong interpersonal and communication skills, both written and verbal.

- Extensive experience in direct guest interaction roles with a commitment to delivering exceptional customer service.
- Must be flexible and adaptable to a dynamic work environment with multiple priorities.
- Ability to work varied shifts, including evenings, weekends, and holidays as needed.
- Must complete Title 31 training.
- Must be able to obtain and maintain 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:

Sevenwinds Casino, Lodge & Conference Center
Human Resource Department

13767W County Road B
Hayward, WI 54843

Tina Coss, Human Resources Director
715-634-5643 Ext. 6107

or

Tamara Christman, Training Specialist
715-634-5643 Ext. 6121