



POSITION DESCRIPTION

POSITION: Training Supervisor
LOCATION: Gaming Division
SALARY: Negotiable

POSTING DATE: 10/6/2017
CLOSING DATE: 10/20/2017

Reports to: Human Resource Manager

Table of Equivalencies may apply for Tribal Preference Candidates.

Every employee of Stockbridge Munsee Community is expected to present themselves in a professional manner to customers as well as other departments. Stockbridge Munsee Community strives to provide a provide a positive team environment where everyone contributes.

GENERAL RESPONSIBILITIES: The Training Supervisor is responsible for increasing the knowledge, abilities and productivity of North Star Casino Resort and Stockbridge-Munsee employees. This position identifies and addresses property-wide developmental needs and delivers comprehensive training, largely by facilitating oral presentations through the utilization of visual tools, to also include SaaS solutions and relevant vendors. This position actively searches, creatively designs and delivers measurable training solutions that educates the workforce, enhances their performance and continually builds positive momentum throughout the organization. This position supervises the Guest & Employee Satisfaction Specialist.

STANDARD QUALIFICATIONS:

1. All employees of Stockbridge Munsee Community must meet the following qualification:
2. Must submit to and pass a pre-employment drug and health screening.
3. Must be at least 18 years of age, unless otherwise stated on job description
4. Must maintain an acceptable departmental attendance record
5. Must be able to work weekends, nights and holidays

DUTIES:

1. Performs training and moderate's individual or group instruction, lectures, demonstrations, conferences, meetings and workshops across varied platforms and locations. Ensures annual training requirements are fulfilled by employees.
2. Formulates teaching outlines, determines instructional methods and creates applicable content.
3. Completes regular needs assessments. Sets objectives. Proposes training and development programs.
4. Confers with management, supervisors, and employees to gain knowledge of work situations requiring training and to better understand changes in policies, procedures, regulations, business initiatives, and technologies.
5. Trains and coach's managers, supervisors and others involved in employee on-the-job training (OJT) and other development methods.
6. Develops and monitors spending against the departmental budget.
7. Obtains and/or develops effective training materials such as training handbooks, demonstration models, multimedia visual aids, computer tutorials, and reference works.
8. Plans, organizes, facilitates, and orders supplies for employee development and training events.
9. Develops and maintains organizational communications such as bulletin boards, announcements, and newsletters to ensure employees have knowledge of training and development events and resources.
10. Conducts follow-up studies of all completed training to evaluate and measure results.
11. Modifies programs as needed.
12. Supervise HR training and/or customer care staff as assigned by the HR Manager.

13. Exemplifies the desired culture and philosophies of the Stockbridge-Munsee Community and North Star Casino Resort.
14. Works effectively as a team member with other members of management and the HR Staff.
15. Prepares all necessary departmental reports.
16. Must be reliable and prompt when reporting to work.
17. Required to attend job-related, in-service meetings and training to maintain professional and technical knowledge.
18. Must adhere to tribal law and other applicable laws as well as tribal personnel policies and procedures.
19. May be required to satisfactorily complete an exam or other testing requirement(s) to determine skill proficiency. See below.
20. The above duties and responsibilities are not an all-inclusive list but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the supervisor.

QUALIFICATIONS:

1. A Associates degree in Training & Development, Education, Business Management or Human Resources required.
2. Must have 5 years of training experience and proven coordination of multiple training events within a corporate setting.
3. Must have advanced organizational skills with the ability to handle multiple assignments and stay within budget.
4. Must have strong communication skills and the ability to comfortably speak in front of large audiences.
5. Must have advanced to expert abilities utilizing PowerPoint software including the use of video, sound and animation. A 5-to-10-minute PowerPoint presentation on a defined topic, created by those selected to interview, is required to ensure their technical, creative and public speaking abilities.
6. Proven ability to successfully complete a full training cycle (assess needs, plan, develop, coordinate, present, monitor, evaluate and adjust) to ensure desired outcomes through metrics is required.
7. Familiarity with traditional and modern training methods and techniques.
8. Advanced organizational skills with the ability to handle multiple assignments.
9. Must be able to work flexible hours including weekends, nights, and holidays.
10. Must have demonstrated ability to maintain satisfactory working record in any prior or current employment.
11. Must be physically able to perform the job and maintain the departmental job performance level.
12. Must be willing to attend all applicable training.
13. Must adhere to the Tribe's Drug and Alcohol-Free Workplace Policy during the course of employment.
14. Must be eligible for coverage under the employer's liability insurance.
15. Must be able to meet physical requirements of position.
16. Must have a valid driver's license, reliable transportation, and insurance are required. Must obtain a Wisconsin driver's license within 30 days of employment if applicant has an out-of-state driver's license.
17. Must meet and maintain the eligibility to operate a personal or tribal vehicle under the driver acceptability guidelines as established by Mohican Nation Insurance.
18. Must abide by departmental and organizational safety, testing, and uniform guidelines.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

1. This position requires a lot of sitting with occasionally stoop, kneel, crouch, and lift and/or move up to twenty-five (25) pounds.
2. Evening and/or weekend is required. Extended hours and irregular shifts may be required.
3. Work environment requires excellent personal hygiene due to working in close proximity to others and in an enclosed area.
4. A Tuberculosis (TB) Screening and/or TB Skin Test may be required.

Note: Applicant must include resume with employment application.

SUBMIT APPLICATION TO:

Human Resource Department
North Star Mohican Casino Resort
W12180 County Road A
Bowler, WI 54416 or Email completed application to: lisa.vele2@northstarcasinoresort.com
Or Fax completed application to (715)787-4113

THE STOCKBRIDGE-MUNSEE COMMUNITY OPERATES AS AN EQUAL-OPPORTUNITY EMPLOYER; EXCEPT INDIAN PREFERENCE IS GIVEN IN ACCORDANCE WITH THE TRIBAL EMPLOYMENT PREFERENCE ORDINANCE.

WE ARE A DRUG-FREE EMPLOYER. CANDIDATES MUST PASS A DRUG SCREEN AND REMAIN DRUG FREE

Although an interview may be granted, this does not determine that the candidate fully meets the qualifications until it is determined by the interview team.

The Stockbridge-Munsee Community operates as an equal opportunity employer except Indian Preference is given in accordance with the Tribal Employment.

Although an interview may be granted, this does not determine that the candidate fully meets the qualifications until it is determined by the interview team.

New Position:
Revised Position:

Tribal Council Approved: 11-21-2016
HRED Approved: 4-18-17