



An Enterprise of the Iowa Tribe of Oklahoma

## Vacancy Announcement

**Position:** Food & Beverage Supervisor

**Department:** Food & Beverage

**Location:** Perkins, OK

**Issuing Date:** January 06, 2010

**Closing Date:** Until Filled

**Mailing Address:**

821 W. Freeman  
Perkins, OK 74059

**Fax:** (405)547-2480

**Email:** [Jobs@cimarroncasino.com](mailto:Jobs@cimarroncasino.com)

**Phone:** (405)547-5352

**Website:** <http://www.cimarroncasino.com>

---

### Equal Employment Opportunity Statement

The Iowa Tribe of Oklahoma does not discriminate on the basis of race, color, national origin, sex, religion, age, or disability status in employment. However, individuals of Indian ancestry and Veterans will be given preference by law in initial employment or re-employment.

---

### **SUMMARY:**

Responsible for ensuring operations of the Venue and employee performances are in accordance with Enterprise Policy and Procedures and Gaming regulations, on an assigned shift.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

- Enforces performance standards, policies and procedures as they relate to Venue operations, monitors Food Server service on the dining floor. Ensures smooth and efficient operations on a continual basis.
- Ensures the highest possible standards of guest service and employee relations are maintained and carried out in a fair and equitable manner.
- Ensures compliance with all health and safety standards/regulations as well as all applicable beverage, federal, state and local laws/ordinances.
- Assists Food and Beverage Manager with scheduling of employees and ensuring correct staffing levels and adjustments are made in accordance with guest needs.
- Monitors job performance of all venue employees and provides feedback on same to aid the Employees in developing and enhancing skills.
- Provides input to the Food and Beverage Manager concerning operational deficiencies and areas in need of improvement.
- Promotes positive Guest Relations through prompt, courteous and efficient service.

- Reviews and makes recommendations and suggestions and hire, suspend, transfer, promote, evaluate, discipline and terminate all employees in a fair and equitable manner.
- Listens to, evaluates and handles Guest complaints in a way that satisfies the guest to their satisfaction.
- Maintains knowledge of regulatory laws and requirements as well as the Enterprise's internal controls, policies and procedures.
- Creates an atmosphere of FUN for all Casino guests.
- Encourages mutual respect, dignity and integrity with all employees, by setting positive examples at all times.
- Instills an atmosphere that encourages employees to share ideas, discuss concerns and resolve conflicts.
- Retains Employees through involvement in employee training & development.
- Explains WHY we do things, in advance of doing them.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified.

**SUPERVISORY RESPONSIBILITIES:**

Directly supervises all service employees on assigned shift. Additionally, assisting supervision of all kitchen employees.

**QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE:**

High School diploma or GED required. One to three years related supervisory experience preferred.

**SPECIAL QUALIFICATIONS:**

Strong interpersonal and communication skills required. Appropriate certification/license, if applicable. Experience working with applicable computer program and Point-of-Sale system(s).

**LANGUAGE SKILLS:**

Ability to read and interpret documents such as safety rules, operating and maintenance instruction, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

**MATHEMATICAL SKILLS:**

Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

**REASONING ABILITY:**

Ability to define and solve problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, reach with hands and arms, and talk or hear. The employee frequently is required to stand and walk.

The employee is occasionally required to lift up to 25 lb.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. When on the Casino floor, the noise level increases to loud.

**CONDITIONS OF EMPLOYMENT:**

The Iowa Tribe of Oklahoma operates a drug-free workplace. The selected applicant must submit to and pass applicable drug test. Additionally, selected individual must be bondable and able to pass background check in order to obtain gaming license.