



POSTED: December 8th, 2025

DEADLINE: Until Filled

JOB DESCRIPTION

POSITION: Grab and Go Outlet Lead
DEPARTMENT: Food and Beverage
SUPERVISOR: Grab and Go Outlet Manager
LOCATION: Grab and Go Outlet
EMPLOYMENT: Full-Time
PAYRATE: \$15.00 - \$19.00/Hour (Non-Exempt) D.O.E.
LICENSE STATUS: Key-Employee

DESCRIPTION:

Responsible for overseeing the staff and operations of the Grab and Go Outlet in the absence of the Outlet Manager. Assist in ensuring team members are engaging customers, taking food orders correctly, making specialty coffee drinks and food items by adhering to standard recipes. Responsible for promoting consistency and professionalism through training and leading by example.

RESPONSIBILITIES:

- Assist with supervising employees who work in the Grab and Go Outlet which includes scheduling, training, and following up on disciplinary measures when issues arise.
- Shall be required to read, implement, and adhere to all NWCR Policies and Procedures, LVD Gaming Ordinance, Tribal/State Gaming Compact, NIGC Minimum Internal Control Standards, Indian Gaming Regulatory Act, LVD Tribal Internal Control Standards, Title 31 Minimum Internal Control Standards, NWCR Casino Employee Handbook, Food & Beverage Department Policy and Procedure Manual.
- Provide an excellent hospitality experience by acknowledging and greeting customers in a positive and timely manner while monitoring Grab and Go Outlet staff to do the same.
- Answer the phone in a timely manner, take pick-up orders in an accurate manner, and make sure staff are doing the same.
- Accurately use the payment system and accurately handle monies.
- Understand all menu items and be able to explain them in detail to customers to provide recommendations based on preferences.
- Train team members to ensure they have the skills to promote the menu by ensuring they fully understand all menu options.
- Follow all recipes and consistently produce and provide all food and beverage offerings at the Grab and Go Outlet, as well as making sure team members follow all recipes consistently.
- Assist with placing food and beverage orders as required and perform monthly inventory of Grab and Go Outlet/Bakery.
- Assist Baker to ensure bakery/grab and go items are fresh, diverse, and ready for purchase.

- All employees must be flexible and assume other responsibilities and tasks as assigned by management and as management deems necessary; this means fulfilling all other job duties as assigned in other outlets.
- Flexible with scheduled shifts and willing to work nights, weekends, and holidays.
- To remain in compliance with Casino Regulatory policies and procedures, employees are required to attend all necessary meetings and training facilitated by Management.

MINIMUM REQUIRED QUALIFICATIONS:

- High School Diploma or GED.
- 1+ year experience in customer service or hospitality (hotel/restaurant) setting.
- 1+ year money handling experience.
- Strong mathematical aptitude/skills.
- ServSafe certified or be able to be ServSafe certified within first (90) days of employment.
- Must pass background checks and other pre-employment screenings necessary to receive and maintain a Gaming License.

PREFERRED QUALIFICATIONS

- 1+ year experience in supervisory/management position – preferably in a customer service or hospitality setting.
- 1+ year experience in a casino setting.

PHYSICAL REQUIREMENTS:

- Prolonged walking and standing for long periods of time – up to 90% of the time.
- Frequent bending and stopping.
- Ability to lift and carry up to 50 pounds.
- Ability to frequently sit, stoop, kneel, and crouch.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position if required.

PREFERENCE FOR HIRING:

Preference shall be given when it is established that the applicant meets the qualifications as stated in the job description. The following order shall be adhered to for hiring:

- Enrolled LVD Tribal Member
- Parents/Legal Guardian of LVD Tribal member children and spouses of Tribal Members
- Other Native Americans
- All Others

Date Approved by LVD Gaming Commission: 05/16/2023.

Date of Approval by the Public Enterprise Finance Commission (PEFC): 12/03/2025.

Northern Waters Casino Resort

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Sign _____ **Date** _____

