



**POSTED: August 30<sup>th</sup>, 2023**

**DEADLINE: Until Filled**

### **JOB DESCRIPTION**

**POSITION:** Generalist

**DEPARTMENT:** Human Resources

**SUPERVISOR:** Human Resources Director

**LOCATION:** Casino/Resort

**EMPLOYMENT:** Full-Time

**PAY RATE:** \$15.00 - \$17.00/Hour (Non-Exempt)

**LICENSE STATUS:** Non-Key Employee

### **DESCRIPTION:**

Assist with the delivery of all Human Resource area duties. Responsible for the day-to-day management of HR operations, which means manage the administration of policies, procedures, practices, and all disciplines of Human Resources: Recruitment, Benefits, Performance Management, Employee Relations, Training and Development, Employee Engagement, and Compensation. Will serve as the front-line connection to all Resort and Tribal Team Members.

### **RESPONSIBILITIES:**

- Provide excellent Guest Service to guests, internal and external, through active guest engagement and positive attitude.
- Compiles, maintains, and reviews logs, reports, and statistical records and ensures that the most efficient recordkeeping methods are used.
- Operates computer system for entering and retrieving information.
- Assists Benefits and HR as necessary in a variety of recordkeeping functions, including, note taking, data entry, and auditing of policy and procedures of such practices.

- Advises Managers and supervisors about the steps in the progressive discipline process.
- Provides necessary education and materials to managers and team members including workshops, manuals, and employee handbooks.
- Manages the identification and completion of open position requisitions. Ensures all positions are posted according to the Resort policies.
- Ensures that all applicants meet minimum qualifications. Manages the recruitment and selection process for all positions.
- Helps to maintain employee turnover reports. Ensures employee documentation is completed accurately and completely, maintains employee HR files and documents.
- Ensures that strict confidentiality is kept in all matters relating to protected employee information. Keeps emotions under control, remains open to ideas.
- Provides Benefit Orientation to Eligible Employees
- Assist with Employee Benefits Enrollment
- Assist with Employee Benefit Termination
- Provides day-to-day Benefits Administration Services. Assist employees with any claim issues.
- Administer disability and workers compensation claims.
- Development of an employee-oriented company culture that emphasizes quality, continuous improvement, and high performance.
- Maintains Effective Department Communication
- Continuous Professional Development
- Maintain secretarial duties i.e.: answering phones, emails, faxes.
- Talks informally with organization personnel and when asked attends meetings of managers, supervisors, and work units.
- Due to the dynamic Casino Environment from time to time, we require employees to be flexible and assume other responsibilities assigned by management.

### **MINIMUM QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each of the essential duties and responsibilities 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.

- High School Diploma or GED
- Knowledge of Record Keeping and Filing
- Proficient with Microsoft Word and Excel software programs
- Knowledge of Database Management
- One (1) year experience in Customer Service
- Valid Driver's license
- On occasion, must be able to work variable shifts, including nights, weekends, and holidays.
- Must pass background checks and other pre-employment screenings.

**PREFERRED QUALIFICATIONS:**

- Knowledge of Federal, State and Local Laws
- Knowledge of HIPAA Compliance Requirements
- Knowledge of Employment Law

*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.*

**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 Approved by the Public Enterprise Finance Commission (PEFC): 08/29/2023.**

**Northern Waters Casino Resort**

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Sign \_\_\_\_\_ Date \_\_\_\_\_