

BAD RIVER BAND OF LAKE SUPERIOR TRIBE OF CHIPPEWA INDIANS

CHIEF BLACKBIRD CENTER

P.O. BOX 39

ODANAH, WI 54861

Job Title: Caretaker
Department: Gichigami Island Property
Hourly Rate: \$18.00-\$22.00
Full Time: 40Hours/Week (LTE/Seasonal: May-October)
Exempt: No/Hourly
Supervisor: Chief Executive Officer - BRCDC
Posting Date: Public
Opens: February 24, 2023
Closes: March 24, 2023, at 4:30 pm



Summary: The Madeline Island Gichigami Island Property Caretaker is responsible for welcoming resort guests in a warm, professional, and friendly manner. Handles the processing of cabin reservations, assigns cabin rentals, handles phone inquiries, will register guests, handles cabin rental charges, reviews balances, collects payment, settles guests' accounts, checks guests out, and aid and direction. Assists and supports department employees and management to deliver an exceptional overall guest experience.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Creates and ensures a fun-filled, sophisticated, and exciting environment where the flawless delivery and execution of service excellence are paramount.
- Ensures all customer contact is courteous, informative, and thorough.
- Delivers superior customer service to all guests both external and internal.
- Responsible for the management of all cabin resort operations including the processing of cabin reservations, assigning cabins, registering guests, collecting payments, filing documents, reviewing balances and settling guest accounts, and checking guests out.
- Responsible for posting charges, settling folios resolving due-outs, and completing express checkouts.
- Receives cash, checks, debit, and credit cards in payment, obtaining proper approval and authorization.
- Maintains an operating bank, renders bills, and issues changes.
- Completes the accounting bank fund reconciliation report.
- Responsible to prepare welcome packages, ordering supplies, banking deposits, and reconciliation of special coupon offers.
- Ensures resort cabins are cleaned before keys are issued.
- Receives incoming phone calls and all other inquiries and resolves them to satisfaction.
- Empowered to ensure customer-related problems or complaints are resolved in a prompt, courteous, and efficient manner.
- Maintains knowledge of the property, community, "to & from" directions, and special events to accurately provide guests with needed information.
- Willingly makes self-available to aid and support to overall company operations in case of a critical situation or emergency.
- Presents the company to others in a positive way; projects respect, integrity, commitment, humility and encourages others to do the same.
- Daily ensures the cleanliness of the resort property grounds and cabin buildings. All trash must be put into the outside dumpster. Ensure that the dumpster lids are locked when not in use to protect against wildlife intrusions.
- Performs light maintenance of the property buildings to ensure safety and site buildings upkeep.
- Daily responsibility to pick up trash on the beaches and rake the beach to fill in any holes as needed.
- Ability to work as a cabin housekeeper to clean cabins as needed.
- Ability to write policies and procedures for business operations.

- Must be confidential: the ability to keep all guest and non-published department information confidential.
- Safety- will observe all safety and security procedures, determines appropriate action beyond guidelines; report potentially unsafe conditions; uses all equipment properly.
- Other duties may be assigned.

Benefits:

- Live rent-free in the caretaker's cabin located on the resort property. The cabin has a bathroom, bedroom, kitchen, closet, and a window facing Lake Superior. It is equipped with basic furnishings.
- Free utilities include electricity and heat. Supplies to include paper towels, tissue paper, and soap.
- Access to all open public events and happenings at the resort.
- Monthly compensation with a minimum of 40hrs/wk.
- Two weekdays off during the week. A monthly day off work calendar schedule will be set up with the Chief Executive Officer to provide coverage.

Qualification Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and/or ability required. Knowledge of the uniqueness of the Bad River Community. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Education and/or Experience:

Required:

High School Diploma or its equivalent.

Preferred:

Two years of work experience in a hotel or resort lodging business.

Other Skills and Abilities:

Required:

- Must possess and maintain a valid state driver's license.
- Must be self-motivated, and able to work independently with minimal supervision.
- Must possess good interpersonal skills and the ability to relate well to program participants with objectivity and in a team environment. Ability to work with a diverse population; must be culturally sensitive.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedures manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.
- Basic math skills. Ability to calculate figures and amounts such as discounts, interest, and percentages.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Resource management. If unable to immediately and effectively resolve a customer's issue or issues, have the available resources and knowledge to do so.

Background Check:

- This position is contingent on the required ability to pass a Bad River caregiver background check when working with children and/or the elderly.
- This is a required driver position, must possess a valid state driver's license, adequate vehicle/liability insurance, and/or meet eligibility for Tribal insurance.

Language Skills:

- Strong computer skills.

Reasoning Ability:

- Ability to work under pressure or stressful conditions.
- Ability to work with minimal supervision.

Physical Demands: The physical demands described here are representative of those that must meet by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Must be physically able to perform all job duties. Walking, standing, bending, stooping, and occasional lifting up to 50lbs and/or carrying for short distances.

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 essential functions. This position is subject to inside and outside work. The noise level may be moderate to loud.

Drug-Free Workplace in accordance with the Drug-Free Workplace Act of 1988, P.L. 100-690 and the Bad River Tribe's Employee Policy & Procedures Handbook. Indian Preference will be given in accordance with P.L. 93-638 and the Tribe's Preference Policy.

Send Application and Resume To:

Bad River Tribe

Attn: Human Resources

P.O. Box 39

Odanah, WI 54861

<http://www.badriver-nsn.gov/>

Application material may also be emailed to:

HRmanager@badriver-nsn.gov

HRassistant@Badriver-nsn.gov