



13767W County Road B
Hayward, WI 54843

Job Posting

Job Title: Team Member Engagement Specialist
Department: Human Resources
Reports to: Human Resources Director
Starting Rate: \$52,268 - \$65,336
Position Type: Key
Opening Date: 08/17/26
Closing Date: Until filled

Basic purpose or function: The Team Member Engagement Specialist supports Human Resources by promoting a positive, engaging, and welcoming workplace while assisting with team member events, orientations, policy guidance, and other HR related activities. This position plays an active role in planning and coordinating team member engagement initiatives and frequently serves as the lead coordinator for monthly, quarterly, and annual events. The Team Member Engagement Specialist also performs required urine drug testing for pre-employment, for-cause, and post-accident situations in accordance with company procedures, policies, and testing protocols.

Job Duties:

- Assist with the development and coordination of team member engagement activities.
- Plan and coordinate monthly, quarterly, and annual team member events, frequently serving as the lead organizer. This may include scheduling, communications, supplies, decorations, food, vendors, prizes, activities, and other logistics relating to the event.
- Work collaboratively with others to encourage participation and create successful events.
- Develop new ideas and recommendations for team member recognition, morale, appreciation, and engagement.
- Maintain event calendars, timelines, supply lists, and other related records as assigned.
- Evaluate participation and feedback to help improve future engagement activities.
- Assist with coordination and administration of team member surveys annually or as requested.
- Compile and organize survey results for the leadership team.
- Help identify trends and opportunities based on team member feedback.
- Assist with follow-up communication and engagement initiatives resulting from survey findings.
- Monitor overall engagement by our team members for effectiveness in providing a premier guest experience. This will include the utilization of Internal Solution Reports (ISR), receiving, researching and replying to conquer service barriers.
- Execute follow-up with the leadership team on suggestions and solutions brought forward with an ISR.
- Promote the highest degree of customer service, both internally and externally. Contribute positive energy to the work environment that promotes teamwork, recognition, mutual respect, and guest and team member satisfaction.
- Adhere to compliance with departmental procedures and internal controls, policies, procedures and regulations.
- Perform urine specimen collection/testing for pre-employment, for-cause, and post-accident testing in accordance with established procedures, policies, and testing requirements.
- Maintain testing supplies and ensure necessary materials are readily available.
- Maintain strict confidentiality regarding all testing information and results.
- Assist with new hire orientation and onboarding activities.
- Present assigned portions for orientation, as appropriate.
- Help create a welcoming and professional first experience for new team members.
- Answer general team member questions and direct team members to the appropriate individual when additional assistance is required.
- Encourage team-member mentoring of new hires in all aspects of our premier guest experience company culture.
- Maintain a working knowledge of company policies, procedures, programs, and general HR practices.

- Provide team members with accurate general information regarding company policies and procedures. Recognize when questions or situations should be referred to the HR Director or another appropriate HR representative.
- Maintain organized and accurate records relating to assigned responsibilities.
- Prepare team member communications, announcements, sign-up materials, and other engagement related information.

This job description is intended to describe the general nature of work performed. It is not intended to be a complete list of all responsibilities or duties. Responsibilities may be modified or assigned based on the operational needs of the company.

Job Qualifications:

- Associate's degree in a Human Resource or Business-related field preferred or an equivalent combination of education and experience.
- Strong organizational and planning skills with the ability to independently coordinate projects from concept to completion.
- Ability to interact effectively with team members at all levels of the company.
- Strong attention to detail and follow-through.
- Knowledge of HR processes
- Possess values that align with the company culture: family-oriented environment, ownership & commitment, hands on approach, passionate
- Strong customer service experience.
- Must be able to complete any required training associated with workplace drug testing procedures.
- Must be knowledgeable in MS Office, Excel, & Outlook
- Must be dependable, organized, detail orientated, and accurate.
- Present a clean, neat, and professional image.
- Must be able to work a flexible schedule if needed.
- Excellent oral communication and written communication skills.
- Must maintain confidentiality, professionalism, discretion, and appropriate boundaries.
- Must complete, and keep current, Title "31" training.
- Must obtain and retain a key gaming license.

Native American preference applies to all candidates for this position.

Apply online at:

www.sevenwindscasino.com

Our Team

If you are unable to apply online, submit information to:

Sevenwinds Casino, Lodge & Conference Center
Human Resource Department

13767W County Road B
Hayward, WI 54843

Tina Coss, Human Resources Director
715-634-5643 Ext. 6107

or

Tamara Christman, Training Specialist
715-634-5643 Ext. 6121