
HOTLINE TECHNICIAN - VLD

Casual Employment Opportunity

Reporting to the Supervisor, Hotline Support, the Hotline Technician is responsible for supporting Site holders and Western Canada Lottery Corporation with the operational needs of Video Lotto terminals and Lottery Ticket terminals. The incumbent provides telephone support to handle and resolve service calls, or will contact Gaming Technicians to provide on-site repairs.

Duties:

- Rectify service-related issues over the telephone, and contact Gaming Technicians for repairs as necessary.
- Log all incoming calls electronically.
- Organize each call into appropriate zones and prioritize calls dependent on service required.
- Create all new sites, make necessary data changes and set up operating hours in the VLT central system.
- Move and add Site Controllers and VLTs within the VLT central system.
- Document completed service calls (electronically) from Gaming Technicians.
- File completed work orders.
- Respond to, determine, gather, and document information pertaining to incoming incident reports and key requests for technical integrity.
- Ensure communication to all terminals within the province is taking place and, if necessary, send Gaming Technicians to investigate or have MTS perform a line test or possible service to the lines.
- Respond as first point of contact in emergencies involving VLD staff in the field.
- Enable/disable VLT sites as per direction from management, using VLT central system.
- Modify VLT hours as per site requests.
- Electronically log all service-related calls for the First Nations Casinos.
- Archive daily work orders and reports.
- Log Site holder supply orders and provide daily order sheet to VLD warehouse.
- Complete/assist with special projects and assignments as required.
- Support and comply with Corporate Social Responsibility, policies, procedures, and practices.
- Encourage a climate that supports diversity.
- Other duties as assigned.

Primary Qualifications:

- Completion of a Grade XII High School diploma or G.E.D. equivalent.
- A minimum of six (6) months related experience in a call centre, dispatch center or service desk, in a telephone support function.
- Intermediate skills in Microsoft Office (Word, Excel and Outlook).
- The key accountabilities for this position include adapting to new changing conditions in a positive manner, communicating and working respectfully with co-workers, consistently delivering excellence in customer service, demonstrating appropriate job knowledge, following direction from leadership on assigned tasks, following established Safe Work policies and practices, following Manitoba Liquor & Lotteries' policies and procedures, meeting the established attendance expectations, meeting the productivity performance expectations and taking accountability for actions.

Secondary Qualifications:

- Formal courses or training in networking or database maintenance.
- Formal training in Telephone Etiquette and Customer Service, as well as knowledge of Manitoba Liquor & Lotteries.
- Bilingual (French/English) language skills.

****Testing may form part of the screening/selection process. Employment Equity will be a factor in the recruitment process. Circumstances may arise where the bulletin may need to be withdrawn or the number of positions may need to be increased depending on the Collective Agreement.*

Salary: \$20.58-\$21.58
Bargaining Unit: IBEW
Location: Morris (with potential to work from home)

Individuals should apply by completing our online application form at www.mbill.ca/jobs or by submitting a resume and application to careers@mbill.ca

All applications are due by August 11, 2022.

We thank all interested applicants, however, only those selected for interviews will be contacted.