
CASINO SERVICE ATTENDANT

Casual Employment Opportunity

Reporting to the Shift Supervisor, Player Services, the Casino Service Attendant is responsible for maintaining a high level of knowledge regarding casino operations and products, assisting with casino events, and providing timely fulfillment and relief to numerous departments in the casino, depending on operational requirements. The incumbent will provide exceptional customer service at all times.

Duties:

- Hang coats/garments in designated racks.
- Proper identification for Lost and Found/wheelchair and walkers.
- Report valuable items to Security or Shift Supervisor.
- Provide guests with information regarding casino games, products, current and upcoming events.
- Validate tickets for concert bowl shows.
- Direct guests to proper event locations.
- Sit at tournament sign-in desk. Total scores depending on tournament.
- Answer questions regarding tournament rules.
- Exchange money for guests to play. Check all bills to ensure authenticity.
- Report any suspicious activity to the appropriate individual(s) as required.
- Follow all Manitoba Liquor & Lotteries policies, compliance regulations and procedures.
- Provide game information to guests and help solve minor problems.
- Monitor bingo area and call out serial numbers for bingo verification.
- Provide switchboard relief as required.
- Enrol and process club card applications, enter into club card database and generate club cards.
- Help greet bus tours, distribute promotional coupons and vouchers.
- Accept payment for gift store.
- Provide relief to Housekeeping Attendants.
- Maintain cleanliness through continuous monitoring of assigned area.
- Exchange coin, currency and cash equivalents for guest as required.
- Operate and maintain coin handling equipment and take appropriate action when short pays occur.
- For further information on the specific duties and responsibilities of this position refer to the position profiles for the following: Electronic Gaming Attendant (Checker/Cashier, Volunteer Coordinator), Customer Service Representative (Club Card, Transportation), Player Development (Club Card Rep), Housekeeping Attendant, Cashier (Retail, Cage).
- Encourage a climate that supports diversity.
- Perform other duties as assigned.

Primary Qualifications:

- One (1) year prior work experience in handling large volumes of cash in a customer service oriented industry, preferably in a gaming related industry.
- Must have a valid Manitoba Class 4 and 5 drivers' license (Class 4 license may be acquired on the job).
- Ability to work a variety of shifts based on the requirements of a twenty-four (24) hour per day, seven (7) day per week operation.
- 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

- Bilingual (French/English) language skills.

Salary: \$16.24-\$17.03
Bargaining Unit: UNIFOR
Location: McPhillips Station Casino

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

Email: careers@mbl.ca
Mail: Human Resources
1555 Buffalo Place
Winnipeg, Manitoba R3C 2X1

All applications are due by **May 22, 2019**

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