
ELECTRONIC GAMING ATTENDANT – 3 Positions

Casual Employment Opportunity

Reporting to the Shift Supervisor, Electronic Gaming, the Electronic Gaming Attendant provides superior customer service to Manitoba Liquor & Lotteries guests. This position is responsible for providing assistance to players, paying out jackpots, exchanging currency. The incumbent provides players with instructions regarding all slot games and communicates general information about the casino.

Duties:

- Perform opening duties which includes: attend shift meetings, retrieve supplies and equipment required for shift, retrieve float from supervisor and verify/complete all required documentation, etc.
- Provide customer service which includes: monitor assigned section and attend to players call for assistance, respond to/payout jackpots in accordance with department procedures, provide game instructions on available games in the Slot area, call for technical assistance when the machines are down, etc.
- Perform closing duties which includes: complete all required closing documentation and place float in bag, complete all closing procedures, etc.
- Required to work a variety of rooms (areas) of the Casino during shift.
- Encourage a climate that supports diversity.
- Performs other duties as assigned.

Primary Qualifications:

- Six (6) months prior experience in customer service and cash handling.
- Previous experience working in a fast paced environment with emphasis on superior customer service.
- Basic math skills.
- Must be capable of bending and lifting weight up to twenty (20) pounds (only on occasion).
- 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.
- Ability to work a variety of shifts based on the requirements of a twenty four (24) hour, seven (7) day per week operation.

Secondary Qualifications:

- 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: \$15.35
Bargaining Unit: UNIFOR
Location: McPhillips Station Casino

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

All applications are due by June 28, 2022.

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