
CASINO HOST – 2 POSITIONS

Full Time Employment Opportunity

Reporting to Host Program Supervisor, the Casino Host is responsible for building and maintaining relationships with casino players and active Club Card members through the delivery of the Player Development & Recognition Program. The Casino Hosts spend a large portion of their time on the gaming floor ensuring that the hosted players are being well cared for, while maintaining professionalism, integrity and respect for privacy.

Duties:

- Build and cultivate relationships and opportunities by interacting with hosted players a minimum of once every 30 days.
- Actively engage players throughout the gaming floor and encourage them to sign up for a Club Card.
- Actively promote the Club Card program and encourage participation.
- Recruit, retain and reactivate player list, based on established strategies and objectives.
- Build relationships with assigned hosted players, including name recognition and buy factors.
- Interact with players and provide them with information regarding the casinos and promotional events.
- Answer questions relating to all casino gaming and non-gaming amenities.
- Monitor for flags of problem gambling, educate on responsible gaming and refer to GameSense or Shift Supervisor, Host Program Supervisor as required.
- Answer incoming phone calls and handle hosted players' requests.
- Apply industry best practices when creative competitive offers.
- Assist with all service recovery issues.
- Assist with special events, both on site and off, as required.
- Responsible for achieving individual player development goals and targets.
- Create player offers and strategies as required.
- Plan Casino Host events by preparing guest lists for approval, creating invitations, and other details as required.
- Update the Patron Management database with changes such as point adjustments, Free Play issuances and coupon redemptions, and investigate player concerns.
- Communicate host events and offers to the affected departments/management.
- Distribute and document any items removed from the host complimentary inventory, based on established guidelines and eligibility requirements.
- Maintain and update Player Book of Business as needed.
- 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 is required.
- A minimum of three (3) years' experience in a sales and service environment, where developing and retaining customers was a focus of responsibility.
- Sales or customer service training, or an equivalent combination of education and experience.
- Basic skills in using Microsoft Office (Word, Excel and Outlook) are required.
- Privacy, Compliance and Responsible Gaming training are required and will be provided on the job.
- The incumbent must have strong communication and conflict resolution skills and be comfortable with public speaking.
- Six (6) to twelve (12) months of on-the-job learning is required to learn the duties and responsibilities of the position, and to develop rapport with staff and guests.
- 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.
- Satisfactory work performance in the preceding twelve (12) months is a requirement. Attendance rate will be a factor in the pre-screening process.

Secondary Qualifications:

- Bilingual (French/English) language skills.
- An understanding of Manitoba Liquor & Lotteries, Casino gaming and non-gaming amenities, and Casino events, is an asset.

****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: \$22.71-\$23.98
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 careers@mbl.ca

All applications are due by November 23, 2022.

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