



Slot Attendant & Guest Service Representative

Under the direct Supervision of the Manager, Operation, your position as Slot Attendant & Guest service representative is about providing excellent customer service while overseeing the slot machines in a specified area of the casino, helping customers with jackpot payouts, handling problems regarding the machines and contributing to a safe and welcoming work environment for all team members. Ensures adherence to the Company's policies and procedures, motivates and leads by example and supports Casino Nanaimo's learning environment while establishing a safe and welcoming work environment for all team members.

Key Accountabilities

As a Slot Attendant, your key accountabilities include:

- Adhering to all Casino Nanaimo, BCLC and HR policies as they relate to functions of the position
- Performing hopper fills
- Maintain a high level of knowledge of slot machines
- Provide professional and courteous customer service
- Verify and process jackpots, short pays, cancelled credits and hand-pay
- Comply with policies and procedures for all notable and significant cash / cash equivalent transactions

As a Guest Service Representative, your key accountabilities include:

- Answers guest services switchboard; informs or re-directs calls accordingly
- Greeting guests in person; offers information on the facility, events and promotions
- Promote and administer the Guests loyalty program
- Assisting with the execution of onsite events, promotions and entertainment initiatives
- Maintain a clean, tidy, and pleasant environment for the customer
- Every team member will be familiarized with the business process documentation and internal control objectives related to their position, and how their job description aligns with specific internal control activities for which they are responsible



- Ensures compliance with licensing laws, health and safety and other statutory regulations
- Performs other duties as assigned or directed

Education and Qualifications

- High School diploma; post-secondary education an asset
- Ability to successfully obtain a Gaming License & Serving It Right
- Customer service skills
- Strong mathematical skills
- Strong verbal and written communication skills
- Ability to exceed internal and external customer expectations through timely, effective and service oriented communication

Job Types: Full-time, Part-time

Pay: \$17.90-\$20.00 per hour

Benefits

- Dental care
- Employee assistance program
- Extended health care
- Flexible schedule
- Life insurance
- On-site parking
- Paid time off
- RRSP match
- Vision care

Work Location: In person