



# Casino Service Attendant

## Description

**CASINO SERVICE ATTENDANT - 3 Positions**  
**COMPETITION #MSC242/22-23**  
Casual Employment Opportunity

### 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.
- Provide switchboard relief as required.
- Enrol and process club card applications, enter into club card database and generate club cards.

## Closing Date

March 23, 2023

## Categories

Services

## Employer

Manitoba Liquor and Lotteries Corporation

## Location

Inkster

## Address

484 McPhillips Street  
Winnipeg, R2X 2H2

## Job Type

Temporary

## Education Level

High School

## Email

careers@mbll.ca

- 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), 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.
- 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.

*\*\*\* Manitoba Liquor and Lotteries is committed to Diversity, Equity and Inclusion. We strive to hire a workforce that reflects the community we serve. Employment equity will be considered therefore applicants who identify as women, Indigenous people, members of racialized groups, and persons with a disability are encouraged to apply.*

*If you require an accommodation at any time during the recruitment process, please let us know how we can meet your needs.*

**Salary:** \$16.52

**Bargaining Unit:** UNIFOR

**Location:** McPhillips Station  
Casino

Individuals should apply by completing our online application form at [www.mbl.ca/jobs](http://www.mbl.ca/jobs) or by submitting a resume and application to [careers@mbl.ca](mailto:careers@mbl.ca)

**All applications are due by March 22, 2023.**