



# CAREER OPPORTUNITY

## Position: Slot Attendant

Hastings Racecourse has been capturing the imagination of Vancouverites and visitors alike since 1889. Each April through October, we are Vancouver's exclusive source for live thoroughbred horseracing. We offer over 600 of the newest slot machines on our Casino Floor - complete with a spectacular entertainment lounge – as well as food and

beverage options ranging from casual to fine dining. Get your career racing with Hastings Racecourse today and find out why we're "Bred for Excitement" since 1889.

Hastings Racecourse is currently seeking qualified individuals for the position of **Slot Attendant** in our Gaming Operations department. This is an hourly position, hours varies.

**Position Summary:** Under the general supervision of the Gaming Shift Manager, this position is responsible for all activities and customer issues related to the operation of machine gaming on our gaming floor.

### **Duties and responsibilities include:**

- Act as a front-line customer service liaison, answering questions, assisting with orientation of games and facility and working to create a positive gaming experience for all HEI guests
- Responsible for processing and assisting customers with validation of gaming vouchers and jackpot payouts, assist customers with exchanging of bills and coupons for slot play
- Balance Cash Float at the beginning and end of shifts
- Maintain custody of and keep control over assigned keys and PTM card issued by Security Manager and ensure return to Security Manager or designate at the end of the shift
- Actively seek out and address customer needs and machine problems
- Assist with awareness of and excitement for on-going and up-coming Casino and Track promotions
- Work in compliance with internal controls, company policies and procedures and/or BC Lottery Corporation (BCLC) policies and procedures; report any violations and escalate to the appropriate level as necessary
- Provide prompt, courteous service to assure guests have an enjoyable gaming experience
- Acquire and maintain a strong knowledge of all Slot operations policies and procedures
- Participate in a professional, constructive and supportive environment for all Casino staff with attention to open communication and team concept
- Preserve Casino and guest confidentiality while at work and away from work in accordance with established company policies and procedures
- Must comply with all requirements of the Corporate Ethics & Conduct Manual and with all other corporate policies communicated to the employee through the Human Resources Policy Manual and its periodic updates.
- Familiarize with the business process documentation and internal control objectives related to this position
- Must adhere to all HEI, BCLC and HR policies as they relate to functions of the position.
- Any other duties as assigned or directed.

**Successful candidates will demonstrate the following qualifications:**

- Minimum high school diploma or equivalent
- Must successfully pass a criminal and credit record check by the Gaming and Policy Enforcement Branch (GPEB)
- Must have Serving It Right certification
- Basic knowledge of slot machine functions an asset
- Superior customer service skills, strong communication and mathematical skills
- Adherence to the high standards, methods and procedures of gaming at Hastings Racecourse
- Ability to work well in a team environment
- The flexibility to perform your duties at the highest level in a constantly changing, exciting and evolving machine gaming business
- Ready and willing to work a flexible schedule that will include evenings, weekends and holidays
- A passion for providing Great Experiences and Memories to our internal and external guests in the continual quest of achieving service excellence

**Apply Online:** [www.hastingsracecourse.com/careers](http://www.hastingsracecourse.com/careers)

**Hastings HR Fax:** 604.216.5211

**Email:** [jobs@hastingsracecourse.com](mailto:jobs@hastingsracecourse.com)

**Pay Rate:** \$12.90 per hour

