



CAREER OPPORTUNITY

Position: **Customer Service Representative**

Date:

Hastings Racecourse and Casino 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 and Casino today and find out why we're "Bred for Excitement" since 1889.

Hastings Racecourse & Casino is currently seeking qualified individuals for the position of **Customer Service Representative** to join our Guest Services Department, under the supervision of the Manager, Guest Services/HPI. This is a seasonal hourly part-time position starting in April; successful applicants must be available to work on live race days (Friday through Sunday) and all holidays.

Other responsibilities include:

- Sell programs and forms at designated points of sale throughout the racecourse; perform related duties (including but not limited to: accounting/reconciliation of assigned monies and inventory as well as delivery and return of assigned programs)
- Deliver floats, skims, deposits and/or other assigned monies to the Money Room, Admissions offices and/or points of sale
- Assist in the recording and tracking of coupon redemptions and information re: marketing initiatives
- Proactively answer questions and provide information/assistance to patrons re horse racing / wagering / as well as racecourse promotions, events and services
- Help keep the box-seating areas clean and orderly and attend to the needs and concerns of those who own and/or rent box seating
- On race days assist in patio and box seat rentals / escort guests to rented patio table or box seat
- Other duties as assigned

Successful candidates will demonstrate the following qualifications:

- Minimum Grade 12 education, Computer literacy
- Must be willing to undergo a criminal record and credit check by the Gaming Policy and Enforcement Branch
- Must have Serving It Right certification
- Very strong customer service, inter-personal and communication skills, including good oral and written English and the ability to work in a "team" setting
- Excellent cash-handling abilities (must be bondable); prior work experience in a large, high-volume hospitality/entertainment venue preferred
- A high level of accuracy, especially with figures, and very good attention to detail; basic accounting skills an asset
- Ability to multi-task and focus (while maintaining speed) in a busy, fast-paced environment; good organizational abilities & work effectively without direct supervision; adaptability
- 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

HR Fax: 604.216.5211

Email: jobs@hastingsracecourse.com

Pay Rate: \$18.39



hastingsracecourse.com/careers | 604 254 1631 | jobs@hastingsracecourse.com