

HAMILTON ISLAND POSITION DESCRIPTION

POSITION DETAILS

POSITION TITLE:	Gaming Attendant	LOCATION:	Hamilton Island
DIVISION:	Food and Beverage	DIRECT REPORTS:	Nil
REPORTS TO:	Restaurant Manager	INDIRECT REPORTS:	Nil
DATE PREPARED:	September 2012		

JOB PURPOSE

Responsible for operating the day to day gaming operations of the Marina Tavern in accordance with the rules and regulations of OLGR, UNITAB and HIE.

JOB RESPONSIBILITIES (NOT LIMITED TO)

- Ensure that bar area and floor are kept clean and tidy at all times and that all betting card receptacles are filled prior to the start of business
- Respond to guest enquiries, requests and complaints in a prompt and courteous manner, taking personal responsibility to ensure maximum guest satisfaction at all times
- Perform frequent maintenance walks to ensure all furniture, fittings and equipment are in good order
- Complete cash clearances and data entry of form 40. Perform advanced cashiering with cash up duties on POS, Gaming floats and TAB floats, and that all discrepancies are reported with a detailed explanation
- Perform start up procedure on Galaxy 2 terminals recording float balances, cash ins and outs and completion of managers cash control log as required by UNITAB
- Ensure UNITAB/Gaming, float balance and cash reconciliation is performed according to respective agencies requirements and HIE policy and procedures. Ensure all data entry and required reporting completed on WILDCAT system
- Complete monthly and weekly gaming procedures including hopper weighs, TAB sweeps and commission
- Complete weekly maintenance on Galaxy 2 terminals and EGM's and reporting to technicians
- Report any unusual or suspicious persons/activities happening in the area of security to the Manager, therefore looking after the welfare and safety of both staff and guests.

EXPERIENCE & QUALIFICATIONS

- Higher School Certificate or equivalent (Essential)
- QLD RSG or equivalent (Essential)
- QLD RSA (Essential)
- Minimum 1 years experience a gaming role (Essential)
- Tertiary qualifications in Food and Beverage or Hospitality (Desirable)

PERSON SPECIFICATION/SKILLS

- Exceptional customer service
- Well presented
- Excellent Communication and interpersonal skills
- Reliable and flexible in terms of rosters

KEY WORKING RELATIONSHIPS

- Hamilton Island Guests and residents
- Food and Beverage Staff and Management
- HIE Executive Team and Stakeholders