



# Northern Waters CASINO RESORT

## **JOB DESCRIPTION**

**POSTED MAY 18, 2023 DEADLINE: UNTIL FILLED**

**POSITION:** Sports Betting Concierge

**DEPARTMENT:** Gaming

**SUPERVISOR:** Senior Sports Betting Concierge

**LOCATION:** Resort

**EMPLOYMENT:** Part-Time

**SALARY/PAY RATE:** \$11.00-\$14.00 per hour (Non-Exempt) D.O.E

**LICENSE STATUS:** Key-Employee

### **DESCRIPTION:**

The Sports Betting Concierge is responsible for retail operations in the PointsBet Sportsbook in conjunction with the Senior Sports Betting Concierge to ensure an enjoyable environment for all Guests and staff. The Sports Betting Concierge will be responsible for ensuring high levels of customer service by identifying Guest needs, properly explaining the products offered, taking the Guest's Sportsbook wagers and to ensure the Guests are impressed with the professionalism of the PointsBet Sportsbook. They are to add to the exceptional experience for each Guest.

### **RESPONSIBILITIES:**

- Welcome all clients in a professional manner with a professional appearance.
- Shall be required to read, implement, and adhere to all NWCR Policies and Procedures, LVD Gaming Ordinance, Tribal/State Gaming Compact, NIGC Minimum Internal Control Standards, Indian Gaming Regulatory Act, LVD Tribal Internal Control Standards, Title 31 Minimum Internal Control Standards,

NWCR Casino Employee Handbook, Sports Betting Department Policy and Procedure Manual.

- Accurately process a high quantity of small and large denomination client transactions including placing sports wagers.
- Experience in gaming or relevant high volume cash handling
- Answer any client questions relating to sports betting or the PointsBet mobile app.
- Maintain a clean and safe work environment.
- Environment control, including TV & audio management ensuring customer satisfaction.
- Effectively handle guest concerns and appropriately escalate to supervisor when necessary.
- Strict adherence to all policies and procedures.
- Shall be required to read, implement, and adhere to all NWCR Policies and Procedures, LVD Gaming Ordinance, Tribal/State Gaming Compact, NIGC Minimum Internal Control Standards, Indian Gaming Regulatory Act, LVD Tribal Internal Control Standards, Title 31 Minimum Internal Control Standards, NWCR Casino Employee Handbook, Points Bet Department Policy, and Procedure Manual.
- Must follow all safety policies and procedures.
- Other duties as assigned.

#### **MINIMUM QUALIFICATIONS:**

- High School Diploma or GED.
- Strong customer service skills and ability to communicate with Guests.
- Excellent written and verbal communication skills
- Proficiency with computers, specifically Windows OS
- Willingness to work a varied and flexible schedule consisting of nights, weekends & holidays.
- Ability to perform well in a high-pressure environment.
- Sports betting knowledge
- Ability to work varying shifts including nights, weekends, and holidays.
- Must pass background checks and other pre-employment screenings necessary to receive and maintain a Gaming License.

#### **PHYSICAL REQUIREMENTS:**

- Must be able to lift 50 pounds, sit, stand, or walk for long periods of time and move through all areas of the casino.
- Must have the ability to push, pull, reach, bend, twist, stoop and kneel.
- Must be able to work in a noisy environment.

#### **ABOUT POINTSBET**

PointsBet is dedicated to a culture of high performance and ensuring our staff is set up to deliver their best. We offer a fast-paced, dynamic work environment where emphasis is placed on our most important asset: our people. If you are driven and in search of a new opportunity that values people, creativity, opportunity, results, and a commitment to excellence – then this is where you want to be!

*The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.*

**PREFERENCE FOR HIRING:**

Preference shall be given when it is established that the applicant meets the qualifications as stated in the job description. The following order shall be adhered to for hiring:

- Enrolled LVD Tribal Member
- Parents/Legal Guardian of LVD Tribal member children and spouses of Tribal Members
- Other Native Americans
- All Others

**Date Approved by LVD Gaming Commission: 05/16/2023.**

**Date Approved by the Public Enterprise Finance Commission (PEFC): 5-25-2021**

**Northern Waters Casino Resort**

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**Sign \_\_\_\_\_ Date \_\_\_\_\_**

