



POSTED: APRIL 4th, 2022

DEADLINE: Until Filled

JOB DESCRIPTION

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

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.
- Accurately process a high quantity of small and large denomination client transactions including placing sports wagers.
- 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.
- Ensure compliance with all Minimum Internal Control Standards (MICS) as well as all Tribal Internal Control Standards (TICS)
- Must follow all safety policies and procedures.
- Other duties as assigned.

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.

MINIMUM QUALIFICATIONS:

- High School Diploma or GED.
- Strong customer service skills and ability to communicate with Guests.
- Experience in gaming or relevant high volume cash handling
- 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.

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 and smoky environment.

OUR MISSION

Our Mission is to provide an exceptional and memorable experience to every Guest, every time. Each Team Member will demonstrate a high level of professionalism, provide a safe, clean, and entertaining experience for all Guests, internal and external. Integrity, Service, Professionalism, Value. This is our **PROMISE**.

ABOUT POINTSBET

PointsBet is dedicated to a culture of high performance and ensuring our staff is setup 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!

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

Northern Waters Casino Resort

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