

Mutuel Clerk

JOB TITLE: Mutuel Clerk
STATUS: Non-Exempt
DEPARTMENT: Slots
LOCATION: Rocky View County, Alberta, Canada
REPORTS TO: Slot Operations Manager / Pari-Mutuel Supervisor

SUMMARY

This position is responsible for monitoring the gaming floor and providing exceptional guest service excellence as well as handling cash transactions in accordance with AGLC Terms and Conditions

ESSENTIAL DUTIES AND RESPONSIBILITIES: Other duties may be assigned.

1. Provides exceptional guest service excellence.
2. Monitors the gaming floor to ensure slot integrity.
3. Provides basic technical support for AmTote; machine malfunction diagnosis.
4. Responds to and resolves guest issues; escalates as required.
5. Identifies and reports counterfeit bills. (Cashiers and Managers)
6. Maintains and balances a float.
7. Processing OTB/Race bets on AmTotes.
8. Preperation/Maintanence of Decoders/Televisions
9. All other job duties as assigned.

SUPERVISORY RESPONSIBILITIES

None

QUALIFICATIONS

Excellent communication skills; both written and verbal
6 months of work experience preferred:
Criminal Record Clearance mandatory

EDUCATION and/or EXPERIENCE

Grade 10 education or suitable combination of education and experience

CERTIFICATES, LICENSES, REGISTRATIONS

AGLC License
Deal us In Phase 1
Reel Facts
FINTRAC
AML Certification

LANGUAGE SKILLS

Ability to effectively communicate in one-on-one, small group, and large group settings.

MATHEMATICAL SKILLS

Basic Math skills are required.

REASONING ABILITY

Takes actions, makes recommendations, beyond the scope of essential duties, which may impact other departments.

Pari-Mutuel / OTB Teller

OTHER SKILLS AND ABILITIES

Basic Computer Skills Preferred

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to stand, walk, sit, and use hands to handle, or feel objects, tools or controls. The employee is occasionally required to reach with hands and arms, and to sit, climb or balance, and stoop, kneel, crouch or crawl. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Essential duties require lifting 20 or more pounds; and working a standard workweek with additional hours on a routine basis.

WORK ENVIRONMENT

Essential duties involve working with large numbers of people while primarily in an inside environment, which is frequently loud or containing high noise levels.

MATERIALS AND EQUIPMENT DIRECTLY USED

General office equipment is also used, including computers, fax machines, photocopiers and scanners.