



**Job Posting**  
**Sipekne'katik Entertainment Center**  
**Gaming Customer Service Attendant (CSA)**  
**March 15, 2024**

**General Description:**

Under the direction of the Gaming Manager/Assistant Manager, the CSA is responsible for providing excellent customer service while overseeing Video Lottery Terminal (VLT) gaming, ensuring prompt customer cash pay outs, compliance with all internal and external regulations, policies and procedures.

**Responsibilities:**

- Following Shift Schedule Rotation for Opening and Closing of Gaming Rooms
- Providing prompt, professional, courteous service
- Float preparation, balancing, replenishing
- Validation of VLT tickets, cash payments to customers
- Emptying cash and tickets from VLTs, replenishing paper supplies, trouble-shooting errors, resetting VLTs
- Reconciling cash, preparing shift deposits
- Preparing shift change paperwork
- Contacting Atlantic Lottery Corporation for error or technical support
- Following all standard operating procedures (sop's) and other instruction provided
- Maintaining a clean, tidy and pleasant environment
- Replenishing Tea, Coffee, supplies in Janitor's absence
- Completing light janitorial duties inside Cash Cage
- Completing light janitorial duties inside building in Janitor's absence
- Complying with all applicable policies, internal and external
- Reporting any concerns to Manager/Assistant Manager
- Cooperating in a team work environment, collaborating and briefing Manager/Assistant Manager, Co-Workers, Security, Janitor as required
- Other related duties as assigned

**Qualifications and Experience/Skills:**

- Demonstrated experience or training in handling cash and working in the service industry
- An equivalent combination of education and experience will be considered
- Ability to communicate effectively orally and in writing
- Ability to deal with difficult customers
- Ability to stand/walk around for long periods of time (8 hour shift)
- Must possess a valid driver's license & reliable vehicle with automobile insurance
- Familiarity working in a First Nations Community/Culture
- Willing to participate in on-going training (e.g First Aid)
- Ability to work shift work, including days, nights or weekends, as scheduled by Manager/Assistant Manager
- A criminal records check is required. Having a criminal record is not a determinate factor

SIPEKNE'KATIK  
522 Church Street  
Indian Brook, NS  
B0N 1W0

Tel: 902.758.2049  
Fax: 902.758.2017



Please apply with a resume, cover letter, criminal records check and three work references to:

Human Resource Manager

Email [employmentapplication@sipeknekatik.ca](mailto:employmentapplication@sipeknekatik.ca)

Or

Mail/drop off: 522 Church Street, Indian Brook, NS B0N 2H0

*We are an equal opportunity employer; however, qualified Indigenous applicants will be given priority in accordance with the Aboriginal Employment Preference Policy of the Canadian Human Rights Commission. The Band will not assume any expenses related to any job-related application process, included but not limited to travel, relocation, and application development. Please note certain positions come with mandatory employee benefits. Only those applicants who qualify for an interview will be contacted.*