



Career Opportunity

Assistant Manager
Hammonds Plains Gaming Center
(Full-time Permanent)

Closing:

January 17, 2025

Anticipated Start Date:

Immediate

Salary Range:

\$40,000 - \$42,500

(Based on Qualifications and Experience)

General Description:

The Assistant Manager supports the daily operations of a gaming facility, assisting the Gaming Site Manager in ensuring smooth operations, customer service, and adherence to gaming regulations and policies. This individual will help supervise staff, maintain a safe and enjoyable gaming environment, and ensure compliance with local laws and regulations. The Assistant Manager will act as a point of contact for both employees and customers, addressing concerns and ensuring the highest standards of service and efficiency.

Responsibilities:

- Ensure compliance with Sipekne'katik Gaming as it relates to gaming, alcohol, and tobacco.
- Supervise and coordinate staff; gaming, security, janitorial and other staff who support the operations of the overall site.
- Oversee day-to-day operations including, but not limited to, maintenance, troubleshooting, technical support, and staff support.
- Implement and enforce security measures to prevent fraud, theft and ensure the integrity of gaming activities.
- Support the oversight of the financial reporting (internal and external as required) of the site including, but not limited to; revenue tracking, monthly financial reporting, annual forecasting, compliance reporting, bank deposits/withdrawals.
- Responsible for overseeing on-site performance reporting, including but not limited to; customer engagement, customer trends, building deficiencies.
- Responsible for creating and implementing a robust training program for new staff.
- Responsible for supporting staff to prioritize respectful customer service and customer relationships.
- Manage escalated customer services, operational issues and other problems that could affect the successful operations of the site.
- Provide regular updates on changing trends, updated machines and other technological advancements that may support the financial or operational health of the site.



- Promote responsible gaming, support material for patrons, age verification measures and self-exclusion programs
- Other duties as reasonably required or assigned by Manager may include but not limited to report/memo writing, presentations, and/or special projects.

Working conditions:

- Normal Working week is 40 hours; flexibility is required; some evenings and weekends
- Requirement for extended use of a computer
- Some lifting and standing for extended periods of time is required
- Requires a high degree of concentration
- Some work in a smoking environment

Qualifications and Experience/Skills:

- High school diploma or equivalent required.
- Bachelor's degree in hospitality management, Business Administration, Gaming Management, or a related field is preferred but not required.
- 1–3 years of experience in gaming operations, casino management, or a related field.
- Previous supervisory or leadership experience, ideally in a gaming or hospitality setting.
- Familiarity with gaming regulations, casino operations, and customer service standards.
- Experience interpreting and implementing legislation, policy and procedures
- Proficient with Email and Microsoft Office (Word, PowerPoint, Excel).
- Experience working in a First Nations Community is preferred.
- Must have a valid driver's license & reliable vehicle with automobile insurance.
- A criminal records check is required.

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

Human Resources Department

Email employmentapplication@sipeknekatik.ca

Mail/drop off: 522 Church Street, Indian Brook, NS B0N 1W0

We are an equal opportunity employer; however, qualified Aboriginal 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 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.