



POSTED: October 7th,2022

DEADLINE: Until filled

JOB DESCRIPTION

POSITION: Senior Sports Betting Concierge

DEPARTMENT: Gaming

SUPERVISOR: Director of Gaming

LOCATION: Resort

EMPLOYMENT: Full-Time

SALARY/PAY RATE: \$16.00-\$20.00 per hour (Non-Exempt) D.O.E

LICENSE STATUS: Key-Employee

DESCRIPTION:

Responsible for managing all daily retail operations in the Points Bet Sportsbook in conjunction with property management on staffing, while working directly with Points Bet to manage ongoing business operations. The Senior Sports Betting Concierge will be responsible for achieving business goals and ensure high levels of customer service.

RESPONSIBILITIES:

- Manage the Sportsbook environment including guest experience and lead a small team of Sports Betting Concierges.
- Maintain a clean, safe and fun environment for guests and Sports Betting Concierges.
- Comply with all state and federal regulations as well as organizational policies and procedures.
- Ensure all AML, Title 31 & Suspicious Activity procedures are followed and tracked accurately.

- Verify cash drawers, complete reports, rate customer activity.
- Explain wagering rules including betting lines, odds, and bet types to guests as needed.
- Investigate and resolve any guest complaints or issues that arise.
- Coach, guide and instruct Sports Betting Concierges in the proper performance of duties.
- 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 and attend all scheduled safety meetings and training as a condition of employment.
- Perform any other duties that may be assigned from time to time.
- Other duties as assigned to ensure the smooth operations of the Sportsbook.

MINIMUM QUALIFICATIONS:

- Must have a High School Diploma, or GED
- Must pass background checks and other pre-employment screenings.
- Attention to detail providing superior customer service
- Sports betting and/or sports knowledge
- One to three years prior leadership experience
- Excellent written and verbal communication skills
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Willingness to work a varied and flexible schedule consisting of nights, weekends & holidays
- Superior guest relations, leadership and organizational skills
- Experience in high volume cash handling
- Ability to perform well in a high-pressure environment.

Preferred Qualifications:

- Bachelor's degree in related field or equivalent related work experience in a gaming environment

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.

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.

ABOUT POINTSBET

Points Bet 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!

PREFERENCE FOR HIRING:

Preference shall be given when it is established that the applicant meets the qualifications as stated on 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:

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

Northern Waters Casino Resort

P.O. Box 129, N5384 US 45

Watersmeet MI, 49969

Email: hr@lvdcasino.com

Website: <http://northernwaterscasino.com/Content/Careers.cfm>

Phone: 906-358-4226 Ext. 7318

Fax: 906-358-4913

Sign_____Date_____