
JOB DESCRIPTION

POSITION TITLE: GAMING SITE STAFF

REPORTING RELATIONSHIPS

ACCOUNTABLE TO: LAS CASAS GAMING INC.

REPORTS TO: MARIA CELERINA GALLARDO III

ROLE OVERVIEW:

We are seeking enthusiastic and dedicated individuals to join our team as Gaming Site Staff. The ideal candidates will have a passion for gaming and a strong commitment to providing excellent customer service. This role involves assisting customers, maintaining gaming equipment, ensuring a clean and safe environment, and supporting the overall operations of the gaming site.

KEY RESPONSIBILITIES:

1. Customer Service:

- Greet and assist customers with a friendly and professional demeanor.
- Provide information and guidance on games, equipment, and site policies.
- Resolve customer inquiries and issues promptly and effectively.

2. Gaming Operations:

- Set up and maintain gaming equipment and systems.
- Monitor and ensure the proper functioning of all gaming devices.
- Conduct regular checks and maintenance to prevent equipment malfunctions.

3. Site Maintenance:

- Ensure the gaming site is clean, organized, and safe for customers.
- Follow safety and security protocols to protect customers and property.
- Report any site issues or hazards to the Site Manager.

4. Sales and Promotions:

- Assist in promoting site events, tournaments, and special offers.
- Process transactions accurately and efficiently.

5. Team Collaboration:

- Work closely with other staff members to ensure smooth operations.
- Participate in team meetings and training sessions.
- Support new staff members through training and guidance.

QUALIFICATIONS AND SKILLS:

- Education in a related field is a plus.
- Previous experience in a customer service or gaming-related role is preferred.
- Strong communication and interpersonal skills.
- Technical aptitude for handling gaming equipment and systems.

- Ability to work flexible hours, including evenings and weekends.

Prepared by:

Approved by:

STEPHANIE JANE GUIAS

LEO A. BARROSA

Legal, HR & Admin Assistant

President

Reviewed by:

Received by:

MARIA CELERINA GALLARDO III

Vice President for Operations

Employee