



## Gaming Supervisor Part-Time Permanent Position

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*Penrith Panthers have an exciting opportunity for experienced gaming professionals to work as a Gaming Supervisor in our busy and friendly Club!*

We are looking for an energetic and vibrant Gaming Supervisor with a positive can do attitude to manage the day-to-day operations of the gaming floor and to ensure we are providing exceptional customer service to our members and guests. Being part of a collaborative team you will lead by example and participate in ongoing development. This position requires someone who will bring experience from within the hospitality industry with the ability to motivate, develop and coordinate staff, inspiring them to deliver an exceptional customer experience. Working an average of 4-5 shifts a week. Your ability to multi-task whilst managing staff and coordinating the day to day operations of a large Gaming floor of 600+ machines will be the key to your success.

### **Your Main Duties and Responsibilities will include, however are not limited to;**

- Maintaining high levels of customer service on the gaming floor at all times;
- Supervising up to approximately 20 staff on each shift;
- Overseeing day-to-day operations of the gaming floor to ensure effective business and excellent service;
- Investigating and resolving customer complaints by following the necessary dispute resolution procedures;
- Shift and staff management including performance management and disciplinary action;
- Assisting employees and customers with any enquiries;
- Dealing with and solving any issues regarding our various internal systems and programs;
- Conduct briefings with all staff each shift, allocate duties and complete daily shift reports on outcomes;
- Uphold our high standards of providing exceptional hospitality, cleanliness and presentation.

### **To be successful in this role you will have:**

- At least 12 months experience in a supervisory role within the hospitality industry;
- At least 12 months experience in a gaming related or similar role would be advantageous;
- Strong leadership abilities and have the ability to effectively lead and manage a team;
- Outstanding people skills with a positive attitude to change and business growth;
- Outstanding verbal and written communication skills;
- Complaint handling and conflict resolution skills;
- Superior cash handling skills and proficient computer skills;
- Strong attention to detail and a competent decision maker;
- A high level of confidence in handling challenging and stressful situations and;
- RSA/RCG and TAB Basics Certificates.

You will demonstrate a strong work ethic, a commitment to customer service and the ability to work in a team as well as autonomously. You are required to be flexible to the business needs and reliable as you will need to be available 24/7 to work as required including nights, weekends and public holidays.

If this sounds like the job for you and you are up for the challenge, then please apply today!

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### **Want to Apply?**

Please send your Cover Letter and updated Resume to:  
[employment@panthers.com.au](mailto:employment@panthers.com.au)