



## Relief Gaming Supervisors Part-Time Permanent Position

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

Utilising your leadership skills, you will have the ability to motivate your team to maintain high levels of customer service and work in accordance to Panthers policies and procedures. As an active and integral member of the team, you will step up when required to enthusiastically manage the day-to day operations of the gaming floor to ensure we are providing exceptional customer service to our members and guests.

**Your Main Duties and Responsibilities will include:**

- Maintaining high levels of customer service on the gaming floor at all times;
- 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;
- Completing Daily Shift Reports and Gaming Audits;
- Ensuring a clean, efficient and proactive gaming floor is being presented at all times and;
- Adhering to all Panthers policies and procedures.

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

- At least 12 months experience in a gaming related role;
- At least 12 months experience in a supervisory or management role within the hospitality industry;
- 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;
- 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;
- RSA and RCG Certificates.

You will take pride in your appearance, workplace and your team. You will need to be available 7 days / week, including evenings, weekends and public holidays to work as required.

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 Resume to:  
[employment@panthers.com.au](mailto:employment@panthers.com.au)