



## Position Description

**Position Title:** Gaming Host  
**Location:** Darwin, Northern Territory  
**Reports to:** Duty Manager

**This position is responsible for:** The position of Gaming Host is to provide a high level of efficient and effective gaming services that are at all times courteous, helpful, friendly, efficient and customer focused whilst ensuring the responsible conduct of gambling is adhered to at all times.

- Specific Responsibilities**
- Actively monitoring gaming compliance whilst on shift and reporting any outstanding issues to the shift and gaming managers.
  - Awareness and monitoring of all gambling problem programs and reporting to managers in a timely manner as per the required standard.
  - Responsible for monitoring and reporting any suspicious gaming activity to the Duty Manager.
  - Conduct opening and closing practices as per the required standards.
  - Ensure the cleanliness of gaming machine areas at all times and the presentation is maintained throughout opening hours.
  - Ensure all customer interactions are dealt with in a professional manner whilst constantly delivering quality and efficient service.
  - Assist with the daily maintenance of all gaming machines and ensure the correct reporting of faults are made on a timely basis.
  - Greet all patrons in a friendly and courteous manner.
  - Provide a high level of customer service to members, guests, visitors and fellow employees.
  - Effectively manage customer complaints and escalate to the Duty Manager when and as required.
  - Additional duties as required.



**Essential  
Qualifications &  
Experience**

- Minimum one year experience in Gaming environment
- Gaming licence
- Responsible Service of Gambling (RSG)

**KPI**

- Full and accurate completion of daily checklists with all outstanding matters communicated to the Duty Manager
- Gaming room cleaned, replenished and organised for the next shift.