

Electronic Gaming Shift Manager

Job Design

Join the team of Lasseters Casino Operations, a dynamic, progressive, and confident team. We are seeking an Electronic Gaming Shift Manager who ensures seamless operations on the electronic gaming floor, supports and leads the team, oversees all aspects of the electronic gaming operation, and sets team goals to continuously enhance guest experience and operational excellence.

YOU have these skills:

- To look and listen to understand
- Optimism/open mindedness
- Eagerness to learn
- Strong integrity, reliability, and work ethic
- Team-oriented with the ability to build positive relationships across departments
- Positive Communication – verbal and non-verbal
- Confident English communication skills (written and spoken)

WHAT – Experience & Competency:

- Sound knowledge of legislative requirements for Electronic Gaming operations.
- In-depth knowledge of Slots, TAB, and Keno operations.
- Strong computer literacy.
- Experience managing rosters, budgets, and stock control.
- Customer-focused attitude with a commitment to exceptional service.
- Ability to perform under pressure in a fast-paced environment with initiative and prioritisation skills.
- Strong people management and cultural awareness.
- Professional presentation and adherence to Lasseters' uniform standards.
- Flexibility to work across a 24/7 roster, including nights and weekends.
- Ability to identify and intervene in cases of problem gambling and disruptive behaviour.

WHY – Your Motivation:

- Passion for electronic gaming and team leadership.
- Commitment to compliance with internal processes, policies, and regulations.
- Motivated to mentor and develop Electronic Gaming team members.

- Focused on building strong guest and customer relationships.
- Dedicated to upholding Lasseters Casino's reputation for quality, enjoyment, and entertainment.

HOW – Your Approach:

- Collaborate with EG management to maintain effective procedures and outcomes.
- Assist customers by explaining games, providing payouts, and addressing queries.
- Identify and report suspicious behaviour to management or authorities.
- Resolve customer complaints and communicate with the Gaming Manager.
- Rectify minor machine faults promptly.
- Lead, mentor, and support the Electronic Gaming team, working closely with Supervisors and the Gaming Manager.
- Continuously seek personal and professional growth.
- **Rostering:** Ensure optimal staffing levels across shifts.
- **Stock Control & Ordering:** Maintain stock levels and ensure timely, cost-effective ordering.
- **Budget Management:** Monitor costs and work within operational budgets.
- **Team Leadership:** Set and communicate team goals to achieve high performance.
- **Cross-Department Collaboration:** Coordinate with Security, F&B, and Hotel Operations for smooth operations.
- **Compliance:** Ensure all operations meet legislative and internal standards.
- **Guest Experience:** Lead by example to provide exceptional service.
- **Training & Development:** Foster team skills and a positive workplace culture.

We Value – Our Team, Our People

We offer:

- Excellent staff benefits, including Health Club access and 25% discount on food and beverages.
- Meals provided during eligible shifts.
- Uniforms provided and laundered.
- Potential discounted staff accommodation during the settling-in period.
- Professional development, training, and career advancement.
- Staff and family social events.

Our Goal:

Enjoyment, Entertainment, Relaxation – Let's have a great time!

Be part of a dynamic and confident team in the heart of Central Australia.