



**The Grand Family includes Grand River Agricultural Society (GRAS), Grand River Raceway (GRRC), and The GrandWay Events Centre.**



We are a dynamic hospitality, racing, and gaming destination with a dedicated team of talented individuals at the heart of our success. The organization is *certified as a Great Place to work* and was recognized on the **List of Best Workplaces™ for Retail & Hospitality three years in a row.**

Grand River Raceway has an exciting part-time opportunity for a

## **Player Services Supervisor**

Afternoon/Evening Shifts – Weekday/Weekend

Part-Time 1- 4 Shifts/Month (year-round)

Part-Time Teller Shifts 2-3/Shifts week (race nights – June -September)

Reporting to the Raceway Manager, the Player Services Supervisor will create a fun and exciting experience for potential and existing customers in a friendly, enthusiastic, and engaging manner by proactively sourcing and assisting new and existing wagering customers to increase the wagering experience.

### **JOB REQUIREMENTS**

- Provide courteous, proactive and efficient service by greeting and engaging customers, responding to their wagering inquiries which includes but not limited to: types of bets, betting tutorials, how to use self serve machines terminals, HPI accounts, gift cards and cash cards.
- Overview racing programs kiosk and take necessary action to keep them in working condition.
- Cash credit voucher or help customer to make deposit to HPI account - reconcile end of day cash and prepare a daily deposit slip. As well as maintaining floats.
- Actively participate with great enthusiasm and drive in various promotions on offer and support all initiatives put in place by marketing department.
- Providing friendly, genuine hospitality by exceeding a guest's expectations
- Supervise Pari-Mutuel Tellers and perform Teller duties.
- Ensures that Policies and Procedures are adhered to by staff.
- Prepare, operate and service satellite dishes, receivers, sound, decoders, and tote equipment.
- Communicate and consult with department manager on issues or concerns.
- Ensure a healthy and safe work environment for staff.
- Serve Food & Non/Alcohol Beverages to GRR and The GrandWay guests.
- Perform other tasks as assigned by Raceway Manager/VP of Finance



## **QUALIFICATIONS AND EXPERIENCE:**

- 1-3 years previous Tote/Teller Related Experience
- High School Diploma or equivalent with Post Secondary Education an asset
- Knowledge of Pari-Mutuel Rules and Horse Racing Industry
- Money Handling experience and strong Mental Math skills
- Outgoing, enthusiastic, energetic to promote a Grand experience.
- Able to effectively communicate verbally and able to work well under pressure.
- Computer and Tote Machine Proficient with Technical problem-solving aptitude
- Demonstrated Leadership and decision-making skills.
- Able to deal with people sensitively, respectfully, and professional at all times.
- Strong work ethic and positive team attitude
- Must Hold a valid AGCO license.
- Smart Serve Licensed
- Adhere to Responsible Gaming Guidelines
- Must enjoy collaborating with people and have a pleasant approachable attitude while listening effectively.

GRRC offers a competitive wage and a Great Place to Work!

You can learn more about Grand River Raceway by visiting [grandriverraceway.com](http://grandriverraceway.com). Please submit a resume to [recruitment@grandriverraceway.com](mailto:recruitment@grandriverraceway.com) by February 28, 2025.

*GRRC is committed to providing a barrier-free work environment in concert with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. As such, GRRC will make accommodations available to applicants with disabilities upon request during the recruitment process.*

*We thank all candidates for their interest, however only those being considered for an interview will be contacted.*