

WESTERN FAIR DISTRICT

JOB DESCRIPTION – Raceway - Mutuel Assistant Supervisor

The Mutuel Assistant Supervisor report directly to Mutuel Manager. Responsible for supervising Mutuel Tellers, will also be required to deal directly with Patrons to provide information and handle complaints.

Responsibilities of the Mutuel Assistant Supervisor

- Supervise Mutuel Tellers
- Operate Tote televisions for daily tracks
- Understanding and delivery of racing terminology, how to wager, programs, initiatives, promotions and prizing.
- Attend to Customer's needs:
 - Requests for Information
 - Complaints
- Collecting and Counting Money from Kiosks and Self-Serve terminals
- Count the floats for the next day and balance the program float and deposit.
- Will hand out money to tellers as needed
- Responsible to report shortages and overages to the Mutuel Manager.
- Perform related duties as assigned
- Selling programs to patrons
- Handling HPI deposits and withdrawals
- Handling Player Rewards redemptions
- Provide Customer service
- Count and prepare programs for next day sales

Skills and Qualifications

- Secondary School Education
- Previous supervisory experience preferred.
- Basic knowledge of computer operations
- Excellent communication skills.
- Money balance skills.
- Must have good customer service skills.
- Must be well organized and detail oriented and be able to multi-task.

- Must be able to stand walk sit for extended periods
- Must be able to obtain and maintain appropriate licensing.
- Raceway knowledge an asset
- Working within a unionized environment an asset.

Other Responsibilities:

- Work as a team player promoting a positive and professional work environment and conduct role with integrity and respect.
- Act as an Ambassador throughout the Community, positively representing the Western Fair District.
- Abide by the policies and procedures of Western Fair District
- Other duties as assigned in order to meet the overall goals and objectives of the Western Fair District

Working Conditions

- Ability to work flexible hours including evenings and weekends.