

Vacancy.

Responsible Gaming Officer | Dee Why RSL

DYRSL is looking for Responsible Gaming Officers where you will be at the forefront of ensuring that our gaming area promotes responsible gaming behaviours. You will provide support to players who may be experiencing challenges related to their gaming habits. You will engage with our members and guests to ensure they are enjoying their experience responsibly.

We are looking for someone:

- With previous experience in a similar role (highly desired, but not essential). You may have a background in guest relations, customer care/welfare, or social work.
- Who has strong situational awareness, is sensitive and confidential when offering support to guests.
- With incredible attention to detail and exceptional listening skills.
- Who is a people person, can navigate complex social dynamics and handle challenging interactions with ease.
- Who is adaptable, and someone who embraces change.
- Who loves a chat, building rapport and developing relationships and
- Who holds a current NSW RSA and RCG certification or willingness to obtain.

What sort of hours will I work?

This is a **full-time** position. You'll work a rotating roster of days, evenings and overnight shifts, so full availability is essential. You will need to be comfortable working hospitality hours which includes weekdays, weekends and public holidays.

What's in it for you?

- **Meaningful Work:** Make a difference by enriching the experiences of our guests and the community through exceptional customer service.
- **Growth Opportunities:** Exciting learning and training opportunities to enhance your skills and advance your career within the organisation.
- **Rewards and Recognition:** Recognising your hard work and dedication through various rewards and recognition programs, discounts on food and beverages, discounts on Club entertainment such as Zone Bowling.
- **Health and Well-being:** Access to health and wellness initiatives, including discounted gym memberships, employee assistance programs, and just minutes away from Dee Why Beach.
- **Team Spirit:** Be part of a collaborative and supportive team environment where teamwork and camaraderie are celebrated.

Interested?

Head to our website: deewhyrsl.com.au/about/careers/

Or email your cover letter and resume to careers@dyrsl.com.au

D E E
W H Y
R S L