

FULL JOB DESCRIPTION:

JOB TITLE: GameSense Advisor
REPORTS TO: Senior GameSense Advisor
FLSA STATUS: Non-Exempt (1.0 FTE)

Main Function: The Massachusetts Council on Gaming and Health (Council) is seeking individuals to provide prevention, information, education, support, and referral services regarding responsible gaming and gambling disorder to players and staff at casinos in the Commonwealth of Massachusetts and in the host and surrounding communities of those casinos. These individuals, entitled GameSense Advisors (GSA), will interface with players, casino employees, and Massachusetts Gaming Commission (MGC) employees and work primarily onsite at the GameSense Information Center (GSIC), but also through tabling and presentations in the affected communities. Most of this work will happen in person but will occasionally also take place over the phone or an online platform. All GSAs must be over age 21 and pass a background check by the MGC.

Essential Job Functions

As a GSA, you will:

- Perform the day-to-day tasks of a GSA
- Support multiple casino sites in Massachusetts, but will be assigned a primary site
- Maintain a valid driver's license while having reliable transportation to Everett, Springfield, and Plainville, MA
- Need to be flexible, as your site may change
- Be willing to work a varied schedule that includes, days, nights, weekends and holidays

You will also be responsible for educating players. This includes:

- Maintaining current knowledge and statistics about gambling, responsible gambling and gambling disorder through reading field literature and participating in professional development activities
- Educating casino guests regarding concepts of positive play through gambling literacy activities
- Hosting GSIC educational open houses and events
- Assisting players with technical features that allow them to better control their play

You will also help with resource / program development and evaluation by:

- Assessing the needs of players and staff to determine best approach to programming
- Developing new ideas and concepts to implement into future activities and events
- Managing and following evaluation protocol as instructed by third party researchers
- Possibly providing and leading presentations on emerging topics relating to responsible gaming and priority populations
- Possibly helping with outreach initiatives relating to responsible gaming

You will also provide onsite support and referral by:

- Providing compassionate and empathetic listening to all visitors to the GSIC, chat, text, and phone services

- Planning and executing appropriate brief intervention and referral strategies for guests or staff exhibiting problem gambling behaviors
- Assisting any individuals with concerns about a family member struggling with gambling
- Explaining and leading interested patrons through the voluntary self-exclusion program application and process

You will also assist with training sessions for casino staff and regulators by:

- Delivering training sessions to operator and regulatory staff and managers
- Attending casino staff meetings to add relevant information from GSA/GSIC perspective
- Building effective working relationships with MGC and Casino staff

Ongoing professional development and administration is important. You will also:

- Participate in relevant annual professional development pertinent to job responsibilities
- Complete MGC and Council required paperwork and data collection
- Maintain supplies and operations for the GSIC

QUALIFICATIONS/REQUIREMENTS

The ideal candidate will be bilingual, preferably in Spanish or Chinese. The candidate will also possess experience in casino gaming, customer service, conflict resolution, program development, community/coalition development, evaluation and/or training.

- Age 21 or over
- MGC Background Check
- A minimum of a high school diploma or equivalent
- Knowledge and understanding about gambling and how casino games work; working knowledge of responsible gambling; problem gambling and/or gambling disorder
- Ability to learn new concepts and be able to communicate and teach and present these in an understandable and usable way to diverse audiences
- Excellent conflict resolution skills, ability to talk to individuals who may be frustrated or misinformed, and a working knowledge of how people make changes or learn new information
- Ability to create and effectively deliver trainings
- Knowledge of crisis intervention techniques a plus
- Experience in counseling, addiction assessment, and trauma services a plus
- Knowledge of state/community resources, both public and private a plus
- Excellent customer service and in-person communication skills
- Very approachable, good listening skills, able to engage all types of people in a discussion or conversation
- Thrive on providing exceptional customer service, combined with the ability to communicate clearly to casino clients and colleagues
- Knowledgeable in the use and navigation of Microsoft Suite programs on a tablet
- Can work in a fast paced, client facing environment
- Availability to work days, nights, weekends and holidays
- Multilingual skills are an asset (English and Spanish, Chinese, and/or Portuguese)
- Required to follow uniform dress requirement (specific elements are provided annually)

Salary Range Based on Experience: \$58,000 – \$63,000

Full Benefits:

Full medical, dental, vision, pension plan, and more.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit use hands reach with hands and arms and talk or hear. The employee must regularly lift and/or move up to 25 pounds.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

To Apply:

Send resume and cover letter to jobs@macgh.org

The Massachusetts Council on Gaming and Health is an equal opportunity employer. We encourage all qualified individuals to apply for positions regardless of race, color, religion, sex, sexual orientation, national origin, age, disability, or any other legally protected status.