

GameSense Advisor (One Position: Encore Boston Harbor in Everett, MA)

REPORTS TO: GameSense Manager (GSM)

FLSA STATUS: Non-Exempt (1.0 FTE)

Main Function: GSAs will report to the GameSense Manager (GSM) at the casino property that is their primary location. A GSA must be willing to travel occasionally to cover shifts at other casino properties in Massachusetts and to attend organization-wide meetings when required. A GSA must also be willing to work a varied schedule that includes days, nights, weekends and holidays; however, this particular position will primarily work nights from midnight to 9 or 10 am, 4x a week.

GSAs provide prevention, information, education, support, and referral services regarding responsible gaming and gambling disorder to players and staff at casinos in Massachusetts and in the host and surrounding communities of those casinos. GSAs 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, presentations and other means in the affected communities. Most of this work happens in person but also takes place over the phone, or an online platform. All GSAs must be over age 21, maintain a valid driver's license, and pass a background check by the MGC.

Essential Job Functions:

Player Education:

- Maintains current knowledge and statistics about gambling (casino games, sports betting and lottery), responsible gambling and gambling disorder through reading field literature and participating in professional development activities; this includes positive play and the lower-risk gambling guidelines
- Must understand all casino games on a basic level and be able to explain how they work (randomness, etc.), know where to go for the odds and how the house edge is built in and varies across the games
- Educates casino guests regarding responsible gambling and player health through various mechanisms including daily interactions and activities at the GSICs and on the casino floor, new hire orientations, refresher trainings and Problem Gambling Awareness Month (PGAM)
- Hosts GSIC educational open houses and events

Program Development:

- Helps assess the needs of players, casino staff and host and surrounding communities to determine best approach to programming
- Develops new ideas and concepts to implement into future activities and events
- Incorporates latest research into educational efforts
- Adheres to evaluation protocols as instructed by third party researchers
- May develop and deliver presentations on emerging topics relating to responsible gaming and priority populations
- May assist with other outreach initiatives relating to responsible gaming including but not limited to tabling at events, riding buses that go to the casino, community presentations and higher-level capacity building projects
- May assist with other trainings relating to responsible gaming

Onsite Support and Referral:

- Provide compassionate and empathetic listening to all visitors to the GSIC and through chat, text, and phone services
- Plan and execute appropriate brief intervention and referral strategies for guests or staff exhibiting problem gambling behaviors
- Assist any individuals with concerns about a family member or friend struggling with gambling
- Carefully explain and lead interested patrons through the voluntary self-exclusion program application and process
- Stay current on outside resources that are available to anyone who is struggling with their gambling and be able to articulate these options in layman's terms
- Be able to successfully conduct in-person and remote voluntary self exclusions (VSEs) and reinstatements

Casino Staff Training:

- Develop and deliver new hire and refresher training sessions to casino staff (and also regulatory staff, as requested)
- As requested, attend casino staff meetings to add relevant information from GSA/GSIC perspective
- Build effective working relationships with casino staff (and MGC)

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

Plus, a willingness to perform other duties as appropriate.

Qualifications / Requirements:

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

- Age 21 or over
- A minimum of a high school diploma or equivalent
- Knowledge and understanding about gambling, responsible gambling and / or problem gambling preferred
- 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 customer service and in-person communication skills; must be approachable, possess good listening skills and be able to engage all types of people
- 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 effectively deliver trainings
- Ability to speak multiple languages a plus (especially Spanish, Mandarin, Cantonese and/or Vietnamese)
- Experience in counseling, addiction assessment, and/or trauma services a plus
- Knowledge of state/community resources, both public and private, a plus
- Knowledgeable in the use and navigation of Microsoft Suite programs a plus
- Can work in a fast paced, client facing environment
- Availability to nights
- Required to follow uniform dress requirement
- Must successfully pass Massachusetts Gaming Commission background check

- Must have valid driver's license and be willing to travel throughout the New England region, particularly in Massachusetts.

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.

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.

The noise level in the work environment is usually moderate to high.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Equal Opportunity Employer:

The MACGH provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Job Type: Full-time

Salary: \$63,000.00 - \$65,520.00 per year

Benefits:

- 401(k)
- Dental insurance
- Health insurance
- Paid time off
- Professional development assistance
- Retirement plan
- Vision insurance

Schedule:

- 10-hour overnight shift four days/week

Ability to commute/relocate:

- Everett, MA: Reliably commute or planning to relocate before starting work (Required)

Work Location: In person