

Career Opportunity

ABOUT AGLC

AGLC is a dynamic organization leading Alberta's gaming, liquor, and cannabis industries. Our team of high performers is driven to provide our customers with outstanding service and Albertans with choices they can trust.

ABOUT THE POSITION

GameSense Advisor
(Part Time)

Competition #: 19-106

Closing Date: Wednesday, August 28, 2019

Salary: \$26.52 to \$34.14 per hour

Position Location: Whitecourt

JOB SUMMARY

Are you a passionate, engaging individual who is looking to make a difference? If so, then we have the job for you with our GameSense team!

As a GameSense Advisor (GSA) you will be located on the gaming floor in casinos and racing entertainment centers (RECs) in the Whitecourt area to promote responsible gambling and make appropriate referrals to problem gambling services. As the GSA you will be expected to work a variety of part time hours that will include evenings and weekends.

You will focus on building and maintaining positive relationships with casino management and staff to support AGLC's social responsibility mandate within the private operator gaming industry. You will also be responsible for fostering positive relationships with patrons and providing information and education to players to foster healthy gambling choices.

In this role, you will require strong communication and facilitation skills to provide information and responsible gambling program instruction in a gaming venue to adults with a variety of educational, linguistic and cultural backgrounds to ensure a successful learning experience for each participant. In addition, you will need to be able to work with a high level of political sensitivity and confidentiality to be able to support players in making healthy gambling choices.

You will be working on your own, away from the AGLC head office and on the gaming floor in a casino environment requiring you to be highly independent in scheduling your daily activities; you are required to balance program administrative duties and deadlines while maintaining availability in your customer service role. Suicide Prevention Training is required for this position as you will be working with patrons and staff in gaming venues who may be experiencing the effects of problem gambling and may need support referral to the appropriate supports. You must also be available for training in other Alberta locations up to 3 times a year for up to 4 consecutive days.

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SKILLS/QUALIFICATIONS

- High School Diploma.
- Minimum of 3 years related experience.
- Proficiency in Microsoft Office (word, excel, outlook etc.) is also required.

Assets

- A degree or diploma in a related field (adult education, public relations, arts, social work, and health promotion)
- Experience in training/facilitation environment.
- Customer service experience.
- Experience with First Nations Communities.

NOTE: An equivalent combination of education and experience may be considered. Candidates with lesser qualifications may be considered at a lower classification and salary. This recruitment may be used to fill future vacancies.

To be eligible to work for AGLC, you must be a Canadian citizen, permanent resident or eligible to work in Canada. We offer a comprehensive range of benefits. As a condition of employment you will be required to obtain a satisfactory security clearance and clean drivers abstract (if necessary) prior to employment. While we appreciate all applications we receive, we advise that only candidates under consideration will be contacted. AGLC is committed to creating a diverse environment and is proud to be an equal opportunity employer.

To learn more about AGLC and to view the complete job posting, please visit our website aglc.ca

ABOUT THE DIVISION and BRANCH

Regulatory Services Division

This Division is responsible for ensuring the integrity of the gaming and liquor industries in Alberta.

Social Responsibility Branch:

- Responsible for all aspects of program delivery for a wide range of consumer and industry programs that promote responsible gambling and the responsible sale and use of liquor.
- Responsible for the development, implementation and evaluation of the initiatives and projects within the Social Responsibility Strategic Program that support the AGLC Corporate Strategy.
- In partnership with key external stakeholders, develop, implement and manage the Alberta Alcohol Strategy and Gambling Strategy (Both Sides of the Coin).

When applying for a competition, please submit a cover letter and resume (either in word or pdf format). Please name your documents using your first and last name along with the competition number. For example: John Smith

Competition Number XX-XXX

AGLC - Human Resources

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