



Massachusetts Council on Compulsive Gambling

We understand the problem. We can help.

JOB DESCRIPTION

JOB TITLE: GameSense Advisors (GSA)
REPORTS TO: GameSense Regional Manager
FLSA STATUS: Non-Exempt (1 FTE)

Main Function: The Massachusetts Council on Compulsive Gambling (Council) is seeking individuals to provide prevention, information, education, support, and referral regarding responsible gaming and gambling disorder to players and staff at Plainridge Park Casino in Plainville, and MGM in Springfield and future opportunities at Encore in Everett, MA. These individuals, entitled GameSense Advisors (GSA), will interface with players, casino employees, and Massachusetts Gaming Commission (MGC) employees and work onsite at the GameSense Information Center (GSIC). Most of this work will happen in person, but will occasionally also take place over the phone. All GSAs must be over age 21 and a background check will be required by MGC.

Essential Job Function:

Player Information and Education

- Maintain current knowledge and statistics about gambling, responsible gambling and gambling disorder through reading field literature and professional development activities;
 - Educate casino guests regarding concepts of responsible gaming through activities;
 - Host GSIC educational open houses and events;
 - Assist players with technical features that allow them to control their play and loss limits;
- Resource/Program Development and Evaluation:
- Assess the needs of players and staff to determine best approach to programming;
 - Develop new ideas and concepts to implement into future events;
 - Manage and follow evaluation protocol as instructed by HMS/DOA;
- Onsite Support and Referral:
- Provide compassionate and empathetic listening to all visitors to the GSIC;
 - 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 struggling with gambling;
 - In collaboration with casino staff, explain and lead interested patrons through the voluntary self-exclusion program application and process;
- Training and Operator/Regulator Staff Development
- Deliver training sessions to operator and regulatory staff and managers
 - Attend casino staff meetings to add relevant information from GSA/GSIC perspective
 - Build effective working relationships with MGC and Casino staff

Professional Development and Administration

- Participate in relevant annual trainings pertinent to job responsibilities;
- Meet with colleagues in quarterly GSIC staff meetings;
- Complete MGC and Council required paperwork and data collection;
- Maintain supplies and operations for the GSIC

QUALIFICATIONS/REQUIREMENTS:

The ideal candidate will be proficient in Mandarin or Cantonese (preferred not required). 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 bachelor's degree
- Knowledge and understanding about gambling, responsible gambling and problem gambling.
- Ability to learn new concepts and be able to communicate and teach these in an understandable and usable way.
- 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 training.
- Knowledge of crisis intervention techniques a plus.
- Experience in counselling, addiction, assessment and trauma services a plus.
- Knowledge of provincial/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
- Multilingual skills are an asset (English and Spanish, Chinese, and/or Portuguese)

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.

The Massachusetts Council on Compulsive Gambling 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.