





CASINO CAREER FORUM



JOB OPPORTUNITIES
IN PHILADELPHIA



Casino Jobs

- 
- New industry for Philadelphia with opportunities for partnerships with schools, social agencies and community leaders
 - New opportunities for unemployed and underemployed
 - Stable and future growth opportunities
 - Strong commitment from operators to select, train and advance community members
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New Jobs Created

Philadelphia Gaming Advisory Task Force estimates the following for two casinos:

- Nearly 1,500 gaming operations jobs
- Over 1,000 ancillary jobs at each site
- Job numbers increase as hotels and entertainment facilities developed



Opportunities for Careers in:

- Food and Beverage
- Slot Operations
- Security/Surveillance
- Engineering and Facilities
- Information Technology
- Finance/Purchasing
- Marketing
- Human Resources
- Accounting/Finance
- Hotel Operations (later phase)



Career Paths

- **Entry Level:**
 - Hourly positions requiring minimum experience
 - Training available
- **Supervisor**
 - Typically promoted from line level and offered appropriate training/development to advance career
- **Shift Manager**
 - Promotions from within, higher level training required
- **Department Manager**
 - May be selected from succession planning program
- **Director**
 - Typical Director has extensive experience sometimes starting with line level position and/or part of a succession planning program targeting high potentials



Sample Job Titles and Required Competencies



Slot Host

Establish and maintain relationships with guests to create customer loyalty that enables the casino to maintain and grow its customer base

- Superior interpersonal skills
- Excellent communication skills
- General computer skills and aptitude
- Knowledge of slot operations and customer marketing techniques



Slot Attendant

Assists/educates patrons on numerous types of slot games and with jackpot payouts

- Customer service skills
- Good communication skills
- Basic math competencies
- Knowledge of slot games
- Flexibility in work hours



Slot Technician

Install, repair and maintain electronic slot machines and other electronic equipment

- Strong electronic repair skills
- Mechanical aptitude/certifications
- Customer service skills
- Physical ability to install, move and maintain equipment



Security Officer

Maintain the integrity of the property and gaming floor by monitoring and responding to safety and security issues

- Report writing skills
- Conflict/crisis management skills to handle difficult patron issues, confrontations and breaches of security
- Physical ability to respond to and assist in emergency situations



Surveillance Officer

Through the use of electronic equipment, monitors the gaming floor to maintain the integrity of gaming and other operations

- Computer skills and ability to utilize electronic equipment
- Knowledge of gaming operations and regulatory procedures
- Report writing skills
- Integrity



Cage Cashiers/ Cash Handlers

Assists guests with cash transactions while providing overall friendly and courteous service

- Strong math skills
- Customer service skills
- Good communication skills
- Good credit record



Valet Attendant

Provides for the convenient drop off and return of customer vehicles in an efficient and courteous manner

- Good driving record
- Excellent customer skills (first impression)
- Ability to maintain a high level of physical activity throughout a workday



Environmental Services

Maintain the overall property cleanliness to established standards

- Customer service skills
- Ability to operate equipment
- Knowledge of environmental cleaning and safety standards



Food & Beverage Front of House

Provide outstanding service in a variety of food outlets to the guests of the casino (servers, bussers, bartenders, bar backs, host persons)

- Good communication skills
- Knowledge/certification in food and beverage service delivery techniques
- Courteous and friendly
- Basic computer skills



Food & Beverage Culinary

Prepare a variety of food items in a manner that meets the casinos high food quality standards (Chefs, gourmet/fine dining cooks, line cooks, pantry cooks, prep cooks)

- Basic culinary skills with desire to advance
- Certified culinary skills based upon on position level



Engineering/ Facilities

Perform general maintenance of the facility in a variety of trade disciplines (carpenters, electricians, plumbers, painters, carpet & tile, HVAC, upholstery, general mechanics)

- Strong technical trade skills/licenses
- Knowledge of building operations
- Safety certifications
- Good customer service skills



Information Technology

- Various IT positions at all levels that support numerous systems that ensure efficient customer service and administrative functioning
 - Hardware technician certifications
 - Software technician certifications
 - Necessary IT competencies for the positions
 - Good internal customer service skills



Professional Positions

- Various professional level positions including Human Resources, Purchasing, Marketing, Finance, Legal and Risk Management
 - Various levels of competencies
 - Requires necessary competencies, educational requirements and leadership abilities



Casino Jobs Overview

- Diverse jobs requiring diverse skill sets
- Diverse customer base requiring diverse workforce
- Economically stable growth industry
 - Atlantic City, Las Vegas, Connecticut, Midwest, California
- Career growth
 - Industry known for training its employees leading to promotional opportunities



Suitability Requirements

- State-mandated suitability requirements for employees
- Good character, honesty, integrity
- Requires background checks that may bar applicants with criminal backgrounds from certain types of employment
- Credit history important for some positions

