



JOB DESCRIPTION

JOB TITLE: GameSense Manager (GSM) – 2 openings at Encore Boston Harbor

REPORTS TO: Director of Player Health (DPH)

FLSA STATUS: Exempt (1 FTE)

Main Function: The GameSense Manager (GSM) will report to the Director of Player Health (DPH). The GSM will supervise and help train the GameSense Advisors (GSA) at his/her property and/or online locations. The GSM will also help (alongside the GSAs) with casino staff trainings and community outreach. In addition to the GSAs, casino players and casino staff, the GSAs will also interface with all Council staff and MA Gaming Commission (MGC) employees.

The GSM will primarily work predominantly out of one of the three Massachusetts Casinos [MGM in Springfield (MGM), Encore in Boston Harbor / Everett (EBH), and Plainridge Park in Plainville (PPC)]. S/he may have one administrative day each week (when staffing allows) and can work from home on this day if preferred. Currently, we have 2 vacancies out of the Encore Boston Harbor property. One position will usually work 7:00 am – 3:00 pm Sunday – Thursday, and the other position will usually work 8:00 pm – 4:00 am Tuesday – Saturday.

The GSM is to provide information, education, support, outreach, training and referral regarding responsible gaming and gambling disorder to players and staff. Further, the GSM will assist the DPH by delegating tasks, setting and meeting deadlines, monitoring team performance and reporting on both qualitative and quantitative metrics. The GSM is also tasked with creating and maintaining a positive environment that includes an open communication culture and is both equitable and inclusive.

Supervisory Relationship: The GSM supervises GSAs as assigned at his/her primary property and any tangential online locations.

Essential Functions:

Player Information and Education:

- Maintain 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 opportunities; assist



with updating onsite materials and ensure that materials have up to date information

- Educate casino guests regarding concepts of responsible gaming through interactions and educational activities
- Ensure that up to date print and online educational materials are available at the GSIC, throughout the property where possible and online
- Assist players with PlayMyWay
- Help to plan and implement special educational campaigns including but not limited to: Lunar New Year (EBH), PGAM, RGEM, Mooncake Festival (EBH), Gift Responsibly Campaign and sports betting
- Host GSIC educational open houses and events as requested

Resource/Program Development and Evaluation:

- Work with the COO, DPH and GSAs to sustain and grow programs and services
- Assess the needs of players and staff to determine best approach to programming
- Develop new ideas, concepts and educational activities
- Help identify outreach opportunities, and create and deliver presentations for at-risk communities and other interested groups as resources allow
- Ensure interaction checklist protocols are followed
- Ensure that monthly property reports are completed and identify any opportunities for improvement
- Manage and follow evaluation protocol as instructed by third party researchers

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
- Explain and lead interested patrons through the voluntary self-exclusion program application and process, both in-person and remotely
- Ensure that staff have a thorough knowledge of the VSE process and are able to accurately and empathetically follow the procedures and checklist, both in-person and remotely
- Assist any individuals with concerns about a family member struggling with gambling



- Compassionately and knowledgably answer calls from the GamLine and inquiries from LiveChat and ensure that GSAs can do the same
- Develop expertise in conducting remote VSEs and reinstatements

Training and Operator/Regulator Staff Development:

- Assist DPH with training and onboarding of new GSAs
- Create and deliver training sessions to operator, including new hire and refresher trainings
- Provide trainings to entire MACGH Council staff and/or regulatory staff as appropriate
- Attend casino staff meetings to add relevant information from GSA/GSIC perspective
- Build effective working relationships with MGC, casino staff and community stakeholders
- Schedule and facilitate community outreach presentations as resources allow

Operations, Professional Development and Administration:

- Manage and supervise staff, and delegate as appropriate
- Approve time off and set monthly schedules
- Lead and facilitate quarterly meetings with staff
- Conduct quarterly reviews with team and share them with the DPH and COO
- Participate in professional development opportunities (at least 2-4 annually) and encourage GSAs to do the same
- Attend and participate in weekly GSM meetings, bi-monthly property strategy meetings, All Staff meetings and other meetings as requested
- Encourage creativity and growth with GameSense staff which may include new team incentives, new activities, new signage, new strategies for engagement, new training and/or outreach presentations
- Maintain GSIC inventory (including office supplies, swag and brochures) or delegate this responsibility
- Other administrative duties as assigned

The responsibilities of the GSM can be adjusted by the DPH, the COO or the President and CEO of the MA Council on Gaming and Health.



Qualifications/Requirements:

In addition to the qualifications listed below, the ideal candidate will also possess experience in casino gaming, customer service and/or conflict resolution.

- Age 21 or over
- MGC Background Check
- A minimum of a high school diploma (associate's or bachelor's degree preferred)
- Knowledge and understanding about gambling, responsible gambling and problem gambling
- Ability to learn new concepts and be able to communicate and teach these effectively
- Excellent customer service and in-person communication skills
- 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 a training
- Gaming experience a plus
- Ability to speak more than one language a plus, particularly Spanish, Mandarin, Cantonese and/or Vietnamese
- Knowledge of crisis intervention techniques a plus
- Experience in counselling, addiction, assessment and trauma services a plus
- Knowledge of community resources a plus
- Knowledge of Microsoft Suite programs a plus
- Can work in a fast paced, client facing environment

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 stand for long periods of time. The employee must regularly lift and/or move up to 25 pounds.

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



Equal Opportunity Employer:

The Massachusetts Council on Gaming and Health 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.