



# ALBERTA CASINO ADVISORS

## Volunteer Position Descriptions

Each volunteer is an integral member of a Licensed Casino Event. Volunteers must attend when scheduled as the Casino may not be permitted to operate if volunteer(s) are late or missing, which affects the charity's revenue, the casino employees, and the Casino Facility operator. Though your attendance is important, you need not worry about the performance of your duties. As your Casino Advisors we will fully train you and within minutes you will be a confident, valuable participant in the Licensed Casino Event. No volunteer can consume alcohol prior to or during your shift. No volunteer can gamble in the casino facility during any period (both days) of the Licensed Casino Event regardless if they are on a scheduled shift. All Volunteer Workers should refrain from using cash while on-duty at a Casino Event; volunteer food costs and tips are included, and you cannot loan or borrow money to or from anyone for any reason while on-duty at a casino. Basically there is no reason for a volunteer to have cash in their hand other than for performing their volunteering duties. This also applies to casino chips. There is no reason to have casino chips in your possession for any reason except to perform volunteer duties. The use of smart phones, tablets and laptops is permitted in the volunteer lounge and cash cage; however, the taking of photographs and video of casino operations is prohibited. Some casinos offer Wi-Fi access but there is no guarantee that you can use their network.

**General Manager / Alt. General Manager** \*requires walking or standing 10-25% of the time. Will be working primarily in the Cash Cage during the day shift and the Cash Cage and Count Room during late shift. Some activity takes place on the casino floor. MUST NOT BE AN EMPLOYEE OF THE ORGANISATION.

- Responsibilities include: organisations' official representative to supervise volunteers, their attendance, and their conduct at the Licensed Casino Event in the Cash Cage, the Count Room, and on the gaming floor.
- A General Manager or Alternative General Manager must be within the Casino Facility at all times during a Licensed Casino Event.

**Banker** \*primarily sitting 90% of the time in Cash Cage – MUST NOT BE AN EMPLOYEE OF THE ORGANISATION.

- Responsibilities include: maintaining Cash Cage float of chips and cash.
- Controls safe. Primary activity during opening, closing and shift changes. Must use a computer or handheld computer in the performance of their duties.

**Cashier** \*primarily sitting or standing 90% of the time in Cash Cage (person's preference to stand or sit in cashier position)

- Responsibilities include: trading patrons chips for cash. Ability to count chips accurately in increments of 5 and 25 as well as count back cash a huge asset. Will be handling large amounts of chips and cash.
- Minimal use handheld computer in the performance of their duties.

**Count Room Supervisor** \*primarily sitting 80% of the time while in the Count Room – MUST NOT BE AN EMPLOYEE OF THE ORGANISATION

- Responsibilities include: utilise a computer to record counting activities. Supervises count room volunteers.

**Other Count Room positions** \* sitting 90% of the time while in Count Room (one or two positions will be standing 100%)

- Responsibilities include: sort, count, verify and amalgamate cash. One person will use a computer.

**Chip Runner** \*sitting 80% of the time waiting. Not permitted in Cash Cage. Must remain on Casino Floor or volunteer lounge.

- Responsibilities include: minimal use of handheld computer in the performance of their duties.



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## Volunteer Quick Reference Guide

Volunteer Position	Board Member of the Organization	Volunteer Type	Employee of the Organization	Casino Volunteer Worker Application	Walking and Standing	On Casino Floor	Touch Cash or Chips	Use of Computer
<b>General Manager and Alternate General Manager</b>	Preferred	Bona Fide Member	Not Permitted	Required	10-25%	Yes (10%)	Limited	Yes
<b>Banker</b>	Preferred	Bona Fide Member	Not Permitted	Required	May Sit 90% if desired	No	Limited	Yes
<b>Cashier</b>	May	Any Volunteer	Permitted	Required	May Sit 90% if desired	No	Yes	No
<b>Chip Runner</b>	May	Any Volunteer	Permitted	No	10-20%	Yes	Yes	Yes
<b>Count Room Supervisor</b>	Preferred	Bona Fide Member	Not Permitted	Required	May Sit 90% if desired	No	No	Yes
<b>Count Room Volunteer (Recorder)</b>	May	Any Volunteer	Permitted	No	May Sit 90% if desired	No	No	Yes
<b>Count Room Volunteers (Sorters)</b>	May	Any Volunteer	Permitted	No	Standing	No	Yes	No
<b>All Other Count Room Volunteers</b>	May	Any Volunteer	Permitted	No	May Sit 90% if desired	No	Yes	No

Casinos in Calgary and Edmonton:

All volunteers may work in only one position during the entirety of the event.

Casinos in all other areas:

All volunteers may work in only one cash cage position during the entirety of the event but may work in one count room position as well except the Banker cannot become the Count Room Supervisor.

This is a guideline only. If there is ambiguity please ask your advisor for direction.

Please note that the Alternate General Manager may work in any position but also follows the same rules above about filling a different position. So if the Alternate General Manager becomes a Banker on day one then they cannot be anything except the Banker in the cash cage the second day.

Bissell Centre		Casino Event Day 1:		Casino Event Day 2:	
Casino Yellowhead: 12464 153 St NW, Edmonton, AB 780-424-9467		<b>Sun Jun 4</b>		<b>Mon Jun 5</b>	
Position:	Shift:	Name and Phone Number:	Shift:	Name and Phone Number:	
1st Shift: Daytime					
GM	General Manager	9:00 AM to 6:30 PM		9:00 AM to 6:30 PM	
BKR	Banker	9:00 AM to 6:45 PM		9:00 AM to 6:45 PM	
CSH	Cashier 1	9:00 AM to 6:30 PM		9:00 AM to 6:30 PM	
CSH	Cashier 2	9:00 AM to 6:30 PM		9:00 AM to 6:30 PM	
C/R	Chip Runner 1	9:30 AM to 6:30 PM		9:30 AM to 6:30 PM	
C/R	Chip Runner 2	9:30 AM to 6:30 PM		9:30 AM to 6:30 PM	
2nd Shift: Evening/Late Night					
GM	General Manager	6:30 PM to 4:00 AM		6:30 PM to 4:00 AM	
BKR	Banker	6:15 PM to 4:00 AM		6:15 PM to 4:00 AM	
CSH	Cashier 1	6:00 PM to 3:30 AM		6:00 PM to 3:30 AM	
CSH	Cashier 2	6:00 PM to 3:30 AM		6:00 PM to 3:30 AM	
C/R	Chip Runner 1	6:15 PM to 3:15 AM		6:15 PM to 3:15 AM	
C/R	Chip Runner 2	6:15 PM to 3:15 AM		6:15 PM to 3:15 AM	
Late Night					
SUP	Count Room Supervisor	11:00 PM to 4:00 AM		11:00 PM to 4:00 AM	
GM	Count Staff GM	11:00 PM to 4:00 AM		11:00 PM to 4:00 AM	
CNT	Count Staff - Counter	11:00 PM to 4:00 AM		11:00 PM to 4:00 AM	
CNT	Count Staff - Recorder	11:00 PM to 4:00 AM		11:00 PM to 4:00 AM	
CNT	Count Staff - Amalgamator	11:00 PM to 4:00 AM		11:00 PM to 4:00 AM	
SRT	Count Staff - Sorter	11:00 PM to 4:00 AM		11:00 PM to 4:00 AM	
All end times are approximate. Please do arrive on time but there is no need to be too early. Any overlap in shifts allow for how busy we are and how quickly we can change over shifts. You do get a free meal per shift, if you're working the second or third shift you may choose to come early and have your meal.					
If you eat modest meals, you may have two meals during your shift. Please keep the total food portion to approxiamtely \$20 and bevarages to approximately \$5					