



JOB DESCRIPTION

Job title: PBX Operator
Department: Hotel
Reports To: Guest Services Manager/ Assistant General Manager

About us

South Beach Casino & Resort is a leading company in the gaming and entertainment industry. As a legendary award-winning world-class resort, South Beach Casino & Resort offers a culture of gracious hospitality and comfort, featuring expansive food, beverage, and gaming offerings.

Job Summary

The PBX Operator is responsible for handling incoming calls, message service, and wake-up calls for hotel guests and resort offices while providing excellent customer service. PBX Operator must be familiar with casino and resort policies and promotional events.

Essential Duties and Responsibilities

- Provides exceptional customer service when dealing with incoming phone calls
- Operates switchboard to direct incoming calls as directed
- Adheres to all department policies and procedures
- Forwards all compliments and complaints to Management
- Other duties as necessary in support of overall operations
- Follows all Health and Safety procedures
- Other duties as deemed necessary or as directed for the overall success of the Resort

Qualifications and Requirements

This individual should have a friendly personality being able to work with minimal supervision in a fast environment. Ideally, you have prior customer service or experience in guest services for at least one year. Operators must have basic computer skills to operate a switchboard. Physically, you need to be able to bend, lift, move and operate equipment at various heights on a day-to-day basis.

BENEFITS

- Competitive Salary
- Dental care
- Vision care
- Health care
- Employee assistance program
- Wellness program
- Pension Plan



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How To Apply

Please send your Cover Letter & Resume the following:

- Apply online at <https://www.southbeachcasino.ca/careers/>
- Email at: hr@southbeachcasino.ca
- Fax: (204)766-2266
- Mail: PO BOX 777 Scantebury, MB R0E1W0
- In-Person at the Hotel

The incumbent must obtain and maintain approval from the Liquor, Gaming and Cannabis Authority of Manitoba.

We seek diversity in our workplace. Indigenous Persons, Women, Visible Minorities, and Persons with a disability are encouraged to self-declare on their resume or cover letter.

Thank you to all applicants, however only those selected for an interview will be contacted.