



JOB TITLE: EVS Attendant

JOB DESCRIPTION AND RESPONSIBILITIES:

As an EVS Attendant, you will be responsible to provide excellent guest service and create a safe and friendly environment for employees and guests while establishing and maintaining the cleanliness of assigned areas in the Casino and public areas. In your role, you will create WOW memories the guests will carry with them far and beyond their stay with us.

DAY-TO-DAY:

- Sweeps and removes all wrappers, broken glass, ashtrays, and debris from floor
- Cleans and dusts slot machines, including areas between machines, doors, and woodwork
- Removes trash, replaces missing ashtrays, and wipes out and cleans all ashtrays and trash cans

THE IDEAL CANDIDATE:

- Has the ability to work safely, including understanding and following company safety policies and procedures, completing work in a safe manner, caring about safety of self and others, responding appropriately in an emergency, and reporting unsafe conditions; this also includes being aware of unsafe conditions such as spills, wet areas, debris, and addressing quickly and efficiently
- Excellent customer service skills and interpersonal skills to effectively communicate with all business contacts
- Looks forward to working with a team to provide positive experiences
- Enjoys helping others and likes to make a good impression
- Can handle multiple tasks at one time

PERKS & BENEFITS:

- Wellness incentive programs to help you stay healthy physically and mentally
- Access to company hotel, food and beverage, retail, and entertainment discounts as well as discounts with company partners on things like travel, electronics, online shopping, and more.
- Free meals in our employee dining room
- Free parking on and off shift
- Healthcare, financial, and time off benefits
- Professional and personal development through programs and networking opportunities as well as volunteer opportunities in the community

CUSTOMER RELATIONS:

- Promote positive customer relations for all customers by providing prompt, courteous and efficient service
- Resolve customer complaints in a manner which promotes positive customer relations

GENERAL:

- Work cooperatively with all other departments
- Works diligently to support the S.H.O.W. Service Basic Standards culture and team philosophy throughout the property
- Comply with and ensure team members adhere to all departmental and Company policies
- Comply with all state, local, ADA, OSHA and other regulatory requirements
- Maintain confidentiality of all Borgata proprietary information
- Maintain accurate property information through daily use of the portal, email, sharepoint and other forms of communication
- Performs other work related duties as assigned by Management

Disclaimer:

This is not an exhaustive list of all responsibilities requirements and skills. Management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change.

