

Gaming attendant Job Description

A free job description template for the Clubs industry

Company Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This gaming attendant job description template is designed to reflect Australian workplace standards and club industry practices at the time of publication. Confirm the applicable modern award for your club and ensure compliance with all relevant employment, liquor-licensing and gaming laws.

1. Position overview

A club gaming attendant looks after the gaming machine floor, processes payouts and cash transactions, operates TAB and Keno services where offered, and promotes responsible gambling while providing attentive member service. The role combines accurate cash and gaming handling with vigilance for responsible-gambling and security obligations.

In Australia, gaming attendants are covered by the Registered and Licensed Clubs Award 2020 (MA000058) in the gaming stream, typically classified around Level 2 to Level 4 depending on experience, cash-handling responsibility and the range of gaming, TAB and Keno duties performed.

This template provides a foundation for creating clear, compliant job descriptions that attract reliable gaming staff while setting appropriate expectations for the role. Once hired, manage your gaming and bar teams efficiently with rostering software.

2. Key responsibilities

Gaming floor service

Attending the gaming machine floor, assisting members with machines, clearing hoppers, resolving faults and keeping the area clean and welcoming.

Payouts and cash handling

Processing gaming payouts, cash-outs and change accurately, operating the cash desk and balancing floats and takings at the end of shift.

TAB and Keno

Operating TAB and Keno terminals where offered, processing bets and payouts and answering member queries about wagering.

Responsible gambling

Promoting responsible gambling, displaying required signage, monitoring for signs of problem gambling and following self-exclusion and harm-minimisation procedures.

Compliance and security

Following gaming-licence conditions and cash-security procedures, recording incidents and jackpots, and reporting suspicious activity to management.

Member service

Greeting members, answering questions about the club and its facilities, and providing a friendly, professional presence across the gaming area.

3. Skills and attributes

- Cash accuracy: Precise, honest handling of gaming payouts, floats and cash desk transactions with strong attention to detail.
- Responsible gambling: Awareness of responsible-gambling and harm-minimisation obligations, and confidence applying self-exclusion and support procedures.
- Member service: Warm, professional interaction with members, including calm handling of disputes and difficult situations on the gaming floor.
- Vigilance: Alertness to security risks, unusual activity and signs of problem gambling across a busy gaming area.
- Composure under pressure: Ability to stay organised and accurate during busy periods, jackpots and functions.
- Physical stamina: Capacity for extended standing and moving across the gaming floor for the length of a shift.

4. Qualifications and requirements

The qualifications for gaming attendant positions centre on gaming and alcohol certifications, which are legally required in most states. Some requirements are mandatory, while others are preferred or desirable.

- Responsible Service of Gaming (RSG) (required) — A current, state-recognised RSG or responsible-conduct-of-gambling certificate is required to work in gaming areas
- Responsible Service of Alcohol (RSA) (required) — Usually required where the role involves serving or clearing drinks in gaming areas
- Working rights (required) — Eligibility to work in Australia
- Minimum age (required) — Must meet the minimum legal age to work in a gaming area in your state or territory
- Previous gaming or cash-handling experience — Experience in gaming, cash handling or hospitality is advantageous but not essential
- First aid certificate — Current first aid certification is desirable for busy member-facing venues

5. Working conditions

- Evening, weekend and public-holiday shifts in line with gaming trading hours
- Extended standing and moving across the gaming machine floor
- Cash-handling responsibility with strict security procedures
- Compliance with gaming-licence and responsible-gambling obligations
- Occasional exposure to intoxicated or distressed patrons
- Broken shifts may apply around trading peaks

6. Award information

Registered and licensed clubs award 2020

Most gaming attendant positions in Australian clubs are covered by the Registered and Licensed Clubs Award 2020 (MA000058). This modern award sets minimum pay rates, penalty rates, allowances and conditions for club staff across the gaming, food and beverage, clerical and operational streams. View current Clubs Award pay rates.

The award uses a shared Introductory + Level 1–5+ structure. For FY2026/27, Introductory is around \$25.74 per hour and Level 4 around \$29.45 per hour (full-time/part-time). A gaming attendant typically sits around Level 2 to Level 4 in the gaming stream, progressing with experience and cash-handling responsibility. Casual employees receive a 25% loading on ordinary hours. Use award interpretation software to calculate pay accurately.

Penalty rates and allowances

Under MA000058, penalty rates apply for weekend and public-holiday work: Saturday is paid at 150%, Sunday at 175% and public holidays at 250%. The 25% casual loading is not stacked on top of weekend or public-holiday penalties, so casual Saturday, Sunday and public-holiday rates equal the permanent rates. Evening and late-night loadings apply for Monday–Friday work between 7pm and midnight, and midnight to 7am.

Common allowances include a broken-shift allowance and a meal allowance. Confirm the current rates and allowances that apply to your club, and check whether an enterprise agreement applies in place of the award.

7. Frequently asked questions

About the role

Q: What does a club gaming attendant do?

A club gaming attendant looks after the gaming machine floor, assists members with machines, processes payouts and cash-outs, and operates TAB and Keno services where offered. They promote responsible gambling, follow self-exclusion and harm-minimisation procedures, handle cash securely and provide friendly member service. It is a member-facing role that combines accurate cash handling with responsible-gambling vigilance.

Q: What award covers club gaming attendants in Australia?

Most club gaming attendants are covered by the Registered and Licensed Clubs Award 2020 (MA000058), which sets minimum pay, penalty rates and conditions for registered and licensed clubs across the gaming and other streams. Pubs and hotels with gaming are usually covered by the Hospitality Award instead. Some clubs operate under an enterprise agreement — always confirm which instrument applies.

Q: What classification level should I use for a gaming attendant?

Under the Clubs Award, gaming attendants sit in the gaming stream and are typically classified around Level 2 to Level 4, depending on experience, cash-handling responsibility and the range of gaming, TAB and Keno duties. The award uses a shared Introductory + Level 1–5+ structure — for example, Level 4 is around \$29.45 per hour (full-time/part-time) for FY2026/27. See our Clubs Award pay rates guide for current rates.

Q: Do I need to include pay rates in a job description?

It's not legally required, but including indicative pay rates can attract more applicants and set clear expectations. You can reference the applicable award rate or use phrases like 'Award rates plus penalties' or 'Competitive hourly rate based on experience.' Check the current Clubs Award rates for guidance.

Qualifications

Q: Do club gaming attendants need an RSG certificate?

Yes. A current, state-recognised Responsible Service of Gaming (RSG) or responsible-conduct-of-gambling certificate is legally required to work in gaming areas in most states. Where the role also involves serving or clearing drinks, a Responsible Service of Alcohol (RSA) certificate is usually required too. Verify both before a new starter works the floor, and keep records of expiry dates.

Q: Can I hire gaming attendants without experience?

Yes. Many clubs hire and train gaming attendants without prior gaming experience, provided they hold a current RSG (and RSA where required). Focus on honesty, cash-handling accuracy, composure under pressure and a member-service mindset. Clear job descriptions help candidates understand the cash-handling responsibility and evening/weekend trading pattern.

Q: What qualifications should I require vs prefer for a gaming attendant?

Mandatory requirements usually include a current RSG certificate, an RSA where the role involves alcohol, working rights in Australia and meeting the minimum legal age to work in a gaming area. Preferred qualifications include previous gaming or cash-handling experience and a first aid certificate. Avoid over-qualifying entry-level positions, as it narrows your candidate pool unnecessarily.

Q: What responsible-gambling obligations apply to gaming attendants?

Gaming attendants must promote responsible gambling, display required signage, monitor for signs of problem gambling and apply self-exclusion and harm-minimisation procedures under your state's gaming laws and your club's gaming licence. Include these obligations clearly in the job description and provide ongoing training, as compliance is a legal requirement for licensed gaming venues.

Employment

Q: Should I hire casual or permanent gaming attendants?

This depends on your trading pattern. Casual gaming attendants offer flexibility for functions and busy nights but attract a 25% casual loading on ordinary hours under the Clubs Award. Permanent part-time or full-time staff provide roster consistency and stronger retention, which is valuable given the cash-handling and compliance responsibilities. Many clubs use a mix of permanent and casual gaming staff.

Q: What penalty rates apply to club gaming attendants?

Under the Clubs Award (MA000058), Saturday work is paid at 150%, Sunday at 175% and public holidays at 250%. The 25% casual loading is not stacked on top of these weekend or public-holiday penalties. Evening and late-night loadings also apply for Monday–Friday work between 7pm and midnight, and midnight to 7am. Use award interpretation software to calculate rates accurately.

Q: How does the casual loading work under the Clubs Award?

Casual gaming attendants are paid a 25% loading on ordinary weekday hours instead of paid leave, with a minimum engagement per shift. On weekends and public holidays the penalty applies without the loading stacked on top — so a casual working a Sunday is paid 175%, the same as a permanent employee. Casuals working regular ongoing hours may be eligible for casual conversion.

Q: What should I include in a gaming attendant employment contract?

Key elements include: position title, classification level and stream, employment type (casual, part-time or full-time), hourly rate, applicable award, reporting structure, main duties and required certifications such as RSG and RSA. For casuals, include the 25% casual loading. Use our digital employment contracts to simplify this process.

Rostering

Q: How far in advance should I provide rosters to gaming attendants?

Award and agreement roosting rules vary, so confirm the notice period that applies to your club. As a general practice, providing rosters at least 7 days in advance gives gaming staff visibility of their evening, weekend and function shifts. Using roosting software helps ensure compliance and reduces last-minute changes.

Q: How do I roster gaming attendants alongside bar staff?

Assign staff by skill and certification, matching RSG-qualified attendants to the gaming floor and cash desk while balancing bar coverage. Use roosting tools to track hours, monitor certifications and adjust coverage for functions and busy gaming nights. Cross-trained, RSA and RSG-qualified staff give you the most flexibility.

Q: What breaks are club gaming attendants entitled to?

Break entitlements are set by the Clubs Award and generally include a meal break for shifts beyond a set length, with a broken-shift allowance where a shift is split. Set clear break policies and ensure staff record their time accurately. Use time and attendance tools to support compliance across evening and weekend trading.

Q: How do I track RSG and RSA expiry for gaming staff?

Use HR software to store each gaming attendant's RSG and RSA certificates and receive reminders before they expire. This ensures you never roster a staff member with a lapsed certificate onto the gaming floor, which is essential for gaming-licence and liquor-licensing compliance.