

Responsible Gaming Program Account Coordinator

POSITION INFORMATION: Contractor Part Time (20-hours/week)
Professional Services Fee Range (\$3,000 to \$3,500/Month)

Work with the Evergreen Council on Problem Gambling (ECPG) makes an important difference in the lives of individuals, families, and communities in prevention, awareness, treatment, recovery, and support services. If you want to work in a dynamic field and do fulfilling work – join our team.

CLOSING DATE: First Application Screening: October 25, 2023 – Open Until Filled

TO APPLY: Submit Cover Letter and Resume to:
Evergreen Council on Problem Gambling
Attn: RG Program Account Coordinator
1821 4th Ave East / Olympia, WA 98506
Submit via email to: mlgreeley@evergreencpg.org

GENERAL PURPOSE: The Evergreen Council on Problem Gambling (ECPG) is searching for an experienced Program Account Coordinator who is proactive and passionate about responsible gaming programs and services and the clients they serve. The Responsible Gaming Program Account Coordinator (RGPAC) will build long-lasting, mutually beneficial relationships with gaming industry contacts. The RGPAC will support ECPG staff by helping identify specific client needs for customization on Responsible Gaming programs and services and identifying industry trends. The RGPAC will be a key member of the Responsible Gaming Casino/Card Room Employee Training team for ECPG's **RG STAR** (**R**esponsible **G**aming **S**upport, **T**raining, **A**nd **R**esources) programs. To succeed in this position, candidates should have exceptional communication, sales, and problem-solving skills. The successful candidate should be respectful of diverse needs and communication styles, adaptable, and organized with the ability to build rapport with clients.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following **IS NOT** a comprehensive list of all duties performed, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Communicating with clients to understand their needs and explain product value.
- Keeping accurate records pertaining to account notes and client needs.
- Maintaining updated knowledge of ECPG responsible gaming products and services, monitoring competitive products, keeping abreast of any changes in Washington codes and requirements, and being part of the team to develop new programs and services to meet the needs in our field.
- Identifying industry trends.
- Keeping good customer service as a high priority and responding to client needs and requests in a timely manner.
- Training (in-person and virtual) client personnel and working with other trainers and subject matter experts on Employee Responsible Gaming best practices and policies.
- Building strong client relationships to maintain existing business and acquire new clients

- Develop new business by analyzing account potential; initiating, developing, and closing sales; recommending new applications and sales strategies.
- Update job knowledge by participating in educational opportunities; reading professional publications; maintaining professional networks; participating in professional organizations.
- Other duties as needed for coordination of Responsible Gambling programs and services.

MINIMUM QUALIFICATIONS:

Education and Experience:

A Bachelor's degree with concentration in business administration, communications, marketing, promotions, sales, or related field. Experience with project management or account management. Gambling/gaming industry experience is a plus. Must demonstrate polished interpersonal skills, high energy, and flexibility.

Required Licenses or Certifications:

- Must possess a valid Washington Driver's License with access to a reliable vehicle for work and current insurance coverage.

Required Skills and Knowledge:

- Exceptional verbal and written communication skills, including presentation skills with experience presenting to/training large groups.
- Knowledge of Gambling Industry and Responsible Gaming Initiatives.
- Adaptability and strong problem-solving skills.
- Excellent active listening skills.
- Proven ability to consistently and positively contribute in a fast-paced environment both independently and as part of a team.
- Proven skills in establishing collaborative professional partnerships.
- Strong experience in setting and meeting sales goals.

Physical Demands/Work Environment

- Some travel is required, as is attendance at both daytime and evening functions to support all aspects of ECPG Responsible Gaming programs and services: meetings/conferences/events and to ensure that quality service is provided.
- Subject to sitting, standing, walking, bending, reaching, and lifting up to 50 pounds.