

Position Vacant



The Canberra Southern Cross Group is the ACT leading hospitality group with diverse venue food beverage and entertainment health & wellness and lifestyle operations across the Territory. We work closely with our Board and community to enrich the lives of our customers, partners and key stakeholders. We contribute to enhancing the quality of life of the community through proactivity in sustainability and we collaborate closely with our people in both a fun and customer-centric culture.

Are you truly passionate about making sure every customer has the best possible experience? Then you may just be the one..... We are looking for enthusiastic hospitality professionals to join our team. We are currently seeking suitably experienced, qualified, and motivated applicants for full-time positions in Gaming and Hospitality across our venues.

This is a great opportunity for hospitality professionals looking to advance their career with an aspirational employer focused on developing its people.

Duty Manager

Are you a supervisor or department head ready for the next step? To thrive in this role, you will bring your hospitality and gaming management experience within a busy environment to provide excellent service to our members and their guests. This role is responsible for the management of the gaming floor operations and in the absence of the Venue Manager for the operations of the venue including the gaming floor, hospitality, and functions operations. To be successful in this role you will need to be resilient and able to work in a fast-paced environment. We are looking for people with high personal standards and the ambition and desire to make a difference in our community.

For this role you will need to be able to demonstrate:

- Demonstrated leadership and people management experience in a hospitality environment, with an emphasis on directing, motivating and managing staff.
- Previous minimum operational hospitality manager across food and beverage, and gaming, focused on the delivery of service standards, productivity and engagement.
- Excellent product knowledge of food and beverage, and gaming and an excellent knowledge of the regulations associated with each area.
- Excellent communication and interpersonal skills.
- Problem solving and decision-making abilities.
- Tertiary qualifications in the hospitality industry (desirable).
- Ability to work 7 day rotating rosters.
- A dedicated focus on demonstrating and coaching exceptional customer service.
- Current Responsible Serving of Alcohol (RSA) and Responsible Conduct of Gaming (RCG) valid in the ACT

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Gaming Supervisor

Reporting to the Venue Manager, the Gaming Supervisor ensures the smooth and profitable running of the gaming floor. They are responsible for supporting each Manager to ensure high standards of operations throughout the entire venue.

For this role you will need to be able to demonstrate:

- Previous minimum supervisory level experience for the last 2 – 5 years.
- Excellent communication and interpersonal skills.
- Problem solving and decision-making abilities.
- Tertiary qualifications in the hospitality industry (desirable).
- Ability to work 7-day rotating rosters.
- Current Responsible Serving of Alcohol (RSA) and Responsible Conduct of Gaming (RCG) valid in the ACT

Bar Supervisor

Reporting to the Venue Manager, the Bar Supervisor is responsible for ensuring customer satisfaction and engagement in our bars. The successful candidate will lead the bar team with enthusiasm, fun and passion. They will have excellent supervisory/interpersonal skills as well as extensive beverage knowledge, visual merchandising, and sales skills.

The role oversees and ensures quality operational execution whilst ensuring all standards policies and procedures are adhered to.

For this role you will need to be able to demonstrate:

- Minimum 2-3 years customer service experience in a fast-paced environment,
- A customer centric and people-oriented attitude with leadership/supervisory skills
- Extensive food and beverage knowledge with the ability to speak about our products in detail
- Responsible Service of Alcohol (RSA) certificate valid in the ACT

Working at Canberra Southern Cross Club

To be successful in these full-time roles, you will bring your hospitality and gaming management experience within a busy environment to provide excellent service to our members and their guests.

You will also bring:

- A can-do attitude with dedicated focus on leading and coaching exceptional customer service.
- Effective management of floor operations.

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- Demonstrated leadership and people management experience in a hospitality environment.
- A positive and professional attitude with ambition to develop and progress.
- An outgoing personality, impeccable personal presentation with outstanding communication abilities
- Strength of character, drive, positivity, and professionalism
- Ability to positively promote and enhance the image of the Canberra Southern Cross Club.

What we can offer you:

- Competitive remuneration and benefits.
- Onsite parking.
- Generous meal allowances.
- Additional employee benefits such as discounted gym membership.

How to apply

If you would love to join our team, apply now by submitting a current resume and a cover letter of no more than one page.

Applications close **Thursday 30 April 2024**

If you have any questions or would like to talk about the role in more detail, please contact People & Culture at peopleandculture@csccl.com.au

You are required to have full working rights in Australia to apply for this role.