

Gambling Services Workers

SOC: 11-9071 • Career Profile Report

■ Key Facts

\$35,630

Median Salary

150,600

Employment

+0.0%

Growth Rate

■ Requirements & Salary Range

Education: High school diploma

■ Automation Risk Assessment

Low Risk - 18.0% probability of being automated in the next 10-20 years.

This job is relatively safe from automation due to its creative, social, or complex problem-solving requirements.

■■ Work-Life Balance

7.0/10 - Good work-life balance

■ Personality Fit (RIASEC)

Higher scores indicate better personality fit for this career type.

Realistic	4.2/10	Investigative	6.8/10
Artistic	4.4/10	Social	7.8/10
Enterprising	8.6/10	Conventional	7.4/10

■ Top Skills Required

Communication skills, Customer-service skills, Leadership skills, Math skills, Organizational skills, Patience

✓ Strengths

- High Demand
- Flexible Work
- Continuous Learning

■ Challenges

- Burnout Risk
- Rapid Technological Change

■ What They Do

Gambling Services Workers operate and manage **casino games, betting activities, and other gaming services to provide entertainment and ensure fair play**. They monitor gaming operations, assist customers, and enforce rules and regulations. Their work is critical in the hospitality, entertainment, and gaming industries.

This career is well suited for individuals who enjoy customer service, attention to detail, and working in fast-paced entertainment environments.

What Do Gambling Services Workers Do?

These professionals manage gaming activities, monitor gameplay, and interact with patrons to ensure compliance and enjoyment.

Common responsibilities include:

- Operating and overseeing casino games, betting tables, and gaming machines
- Enforcing gaming rules and regulations
- Assisting customers with gameplay, bets, and queries
- Monitoring for fraudulent activity or cheating
- Managing transactions and handling cash or chips
- Reporting irregularities or disputes to management
- Maintaining a safe and engaging environment for patrons

Key Areas of Gambling Services

Gambling services workers may focus on specific games, customer interactions, or operational roles:

- Game Operations: Dealing cards, managing tables, or running gaming machines
- Customer Service: Assisting patrons and ensuring a positive experience
- Security and Compliance: Monitoring for cheating, fraud, and rule violations
- Cash Handling and Transactions: Managing chips, bets, and payments accurately
- Event and Gaming Management: Coordinating tournaments, special games, or promotions

Skills and Abilities Needed

These professionals combine customer service, operational, and observational skills.

Core Professional Skills

Personal Qualities That Matter

Education and Career Pathway

This role typically requires formal training, licensing, and practical experience:

- High School Diploma or GED (minimum): Basic math, communication, and customer service skills
- On-the-Job Training: Learning game operations, procedures, and regulations
- Licensing or Certification: Required for specific gaming roles depending on state or employer
- Professional Development: Advanced skills in gaming management, customer service, or supervision
- Experience: Gaining hands-on experience in gaming operations or hospitality

Where Do Gambling Services Workers Work?

They are employed in organizations that provide gaming and entertainment services:

- Casinos and Gaming Resorts
- Racetracks and Betting Facilities
- Cruise Ships and Entertainment Venues
- Tourist and Hospitality Organizations

- Event and Tournament Operations

Work environments include gaming floors, betting areas, resorts, and entertainment venues.

Is This Career Difficult?

This career requires focus, attention to detail, and strong interpersonal skills. Workers must manage customer interactions, ensure fairness, and monitor multiple gaming activities simultaneously.

Who Should Consider This Career?

This career may be a strong fit if you:

- Enjoy working in entertainment and hospitality
- Are attentive, observant, and detail-oriented
- Have strong communication and customer service skills
- Can handle fast-paced, high-pressure environments
- Want a career facilitating fair and enjoyable gaming experiences

How to Prepare Early

- Learn the rules and procedures of casino games and betting
- Develop customer service and communication skills
- Gain experience in hospitality, gaming, or event services
- Explore licensing and certification requirements in your state
- Practice attention to detail, integrity, and multitasking skills

Gambling services workers operate and oversee gaming activities, ensuring fair play, customer satisfaction, and smooth operation of entertainment venues.

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Source: <https://www.bls.gov/ooh/personal-care-and-service/gaming-services-occupations.htm>