https://entouragesearch.com/job/assistant-director-electronic-gaming-devices-egd/?lang=en

Assistant Director – Electronic Gaming Devices (EGD)

Description

Location: Greater Montreal Area
Industry: Casino & Gaming
Salary: $90,000–$105,000 + bonus, depending on experience
Schedule: Flexible schedule including evenings, weekends and holidays

About the Opportunity

Our client, a leading gaming and entertainment organization, is seeking an experienced **Assistant Director of Electronic Gaming Devices (EGD)** to support the leadership and overall performance of its slot operations.

Reporting to the EGD Director, the Assistant Director will play an important role in the day-to-day management of the EGD department, including gaming-floor operations, team leadership, machine performance, product selection and revenue optimization.

This is an excellent opportunity for an experienced casino gaming professional who understands slot performance, enjoys working with data and people, and is ready to take on greater leadership responsibility.

Responsabilités

Gaming Floor & EGD Operations

- Oversee the daily operation of the EGD/slot department and ensure a high standard of operational performance.
- Monitor the condition, availability and functionality of gaming machines.
- Work closely with technical teams to coordinate repairs, preventative maintenance and equipment replacements.
- Help identify opportunities to improve the gaming-floor layout, machine positioning and overall player experience.

Team Leadership

- Lead and support EGD attendants, technicians, supervisors and management personnel.
- Participate in recruitment, onboarding, training, scheduling and performance management.
- Develop team capabilities through ongoing coaching and training.
- Promote a professional, service-oriented and collaborative work environment.
- Review and interpret key performance indicators such as coin-in, win, hold percentage and machine productivity.
- Evaluate game performance, player preferences and manufacturer/product performance.

Organisation d'embauche
Entourage RH

Type d'emploi
Temps plein

Durée d'emploi
Permanent

Secteur d'emploi
Hospitality/Gaming

Lieu de travail
Greater Montreal, Quebec, Canada

Heures de travail
Different shifts day evening & weekends

Salaire de base
90,000 $ - **Salaire de base**
105,000 $

Date postée
3 novembre 2026

Valable jusqu'au
30.09.2026

- Make recommendations regarding machine placement, game selection and floor configuration.
- Work with the EGD Director to develop initiatives designed to increase revenue, player engagement and overall department performance.

Financial & Business Planning

- Assist with departmental budgets and expense management.
- Monitor labour requirements and operational costs.
- Contribute to business cases and recommendations involving new machines, game acquisitions, replacements and equipment upgrades.
- Participate in long-term planning for the evolution of the EGD product offering.

- **Compliance & Risk Management**

- Ensure EGD operations comply with applicable gaming legislation, regulations and internal policies.

- Maintain a strong understanding of gaming controls, fraud prevention and regulatory requirements.

- Work collaboratively with internal compliance teams and external regulatory authorities when required.Ensure appropriate procedures and reporting requirements are followed.

Customer Experience

- Maintain a strong focus on customer service and the overall gaming-floor experience.
- Support management in handling customer concerns, complaints and disputes professionally.
- Ensure the gaming environment remains welcoming, efficient and well managed.

Qualifications

- Minimum **3 years of management experience within an EGD/slot department** at a casino or gaming facility.
- Experience working in a facility with **at least 300 gaming machines**.
- Strong knowledge of slot-machine performance metrics and revenue-generation strategies.
- Demonstrated ability to analyze gaming-floor data and translate findings into operational decisions.
- Solid knowledge of casino policies, gaming regulations and fraud-prevention practices.

- Previous experience managing and developing multidisciplinary gaming-floor teams.
- Strong leadership, communication and organizational skills.
- Excellent judgment, discretion and professionalism when dealing with sensitive or confidential information.
- Strong mathematical and analytical abilities.
- Proficiency with Microsoft Office and related business tools.
- Ability to remain composed and effective in a high-volume, fast-paced gaming environment.
- **Excellent English communication skills; French is considered a strong asset.**
- Flexibility to work evenings, weekends, holidays and varying shifts.

Avantages sociaux

- **$90,000–$105,000 base salary + bonus**
- Comprehensive compensation and benefits package
- Complimentary meals
- Free parking
- Access to an on-site fitness facility
- Career development and advancement opportunities
- Employee and company-wide events
- Opportunities to participate in community and volunteer initiatives