



Saskatchewan Indian Gaming Authority



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CASINO FRONTLINE POSITIONS STAFFING PROCESS - FAQs

Q: What positions are included in the new frontline staffing process?

A: Direct Customer Service Positions: Guest Service Rep, Slot Attendant, Bartender, Server, and
Indirect Customer Service Positions: Dishwasher, Prep Cook, Custodian, F&B Porter

Q: How do I apply for a frontline position?

A: All candidates need to complete a Candidate's Profile in SIGA's Application Tracking System (ATS) to apply to any of SIGA open positions. Please review candidate resources available at www.siga.ca/careers under Resources.

Q: What if the position I am interested in is not listed, how would I apply to those positions?

A: All internal and external job postings that are NOT frontline positions will be posted separately. All these positions will have their own separate competition posted on SIGA Careers.

Q: How many frontline positions can I apply to?

A: All candidates can apply up to five (5) frontline positions that align with their education, experience and career goals. It is recommended that you only select the positions that you are most qualified for based on your education/training and experience.

Q: How will I know that my application has been received?

A: All candidates who have applied to the frontline positions will receive a confirmation email stating their application has been submitted successfully.

Q: I have applied for the Frontline Positions job, now what?

A: If you are screened into the assessment stage, you will receive an e-mail letting you know that you will be contacted by Human Resources within one (1) business work day to set up an online/phone interview. It is important to ensure that your phone number and email are up-to-date in your profile. If you are not selected in the assessment stage you will receive an email decline notification.

Q: I have had my first (1st) interview and my references were called, what is next?

A: If you are successful in your 1st interview, you will receive an email letting you know that you are being placed on the eligibility list for six-months from the date of your 1st interview. When a position(s) you have selected becomes open and you are qualified for, you may be called for a second interview.

Q: I have an upcoming second (2nd) interview, what does that look like?

A: You will be contacted by Human Resources to schedule the 2nd interview with the hiring manager. This will be an in person interview and you will be assessed based on the technical competencies for position(s). For example, if you selected Slot Attendant as one of your positions, they will ask you Slot Attendant related questions. You will be provided a tour of the facility, introductions to supervisors and employees in that department, as well as a brief overview of the position duties and responsibilities. You will be contacted by Human Resources within 24 hours after your interview if you will be offered the position or not.



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Q: I was not successful for my 2nd interview, can I still be considered for another position(s)?

A: Yes, you will remain on the open competition eligibility list for six months from the date of your 1st interview. When a frontline position that you have selected becomes open, you will be contact for a 2nd interview for that specific position.

Q: Why didn't I get an interview? What can I do?

A: All applicants are assessed relative to the qualifications listed on the job posting. You must meet the minimum qualifications of the posting to be eligible for further consideration. However, meeting the minimum qualifications does not automatically mean you will be interviewed. You can also use the resources located at www.siga.ca/careers. You will find resources that will assist you with your cover letter, resume samples, mock interview guide with sample questions. Use these and all the other tools to improve your employability.

Q: I have never had a job before, will I get an interview?

A: There are positions that are entry level and require minimal experience. The Dishwasher and Custodian position can be a good starting point. Once employed, we offer temporary appointments and also assist with creating Employee Development Plans to help steer employees in the direction that they want to go.

Q: How often can I apply for the Frontline Positions requisition?

A: The Frontline Positions open competition will be reposted every three months. Once it is reopened, you will be able to apply again. It is important that your Candidate Profile includes all your contact information and updated cover letter, resume and references.