



Betting Agency Counter Clerk

ANZSCO 561111

Description
Records and processes customer bets, payments and payouts over the counter at a betting agency for horse and dog racing, and other sports and events.
Typical work tasks (may include any combination of the following)
Takes bets and debits credit accounts and bank accounts electronically, and receives cash; records and enters bets electronically and in transaction ledgers; issues tickets and prepares summaries of transactions; monitors amounts of money placed on race entrants; checks details and numbers on winning betting tickets against those in betting ledgers and electronic records, and pays out money on winning tickets; verifies the identity and account balances of betting agency customers; answers betting inquiries over the telephone, via email and in person.
Typical work environment
<ul style="list-style-type: none">• Works indoors in a betting agency or associated areas.• Works predominantly in an office environment.• Usually works in adequately heated and ventilated spaces.
Typical physical and mental demands
<ul style="list-style-type: none">• Sedentary physical demand level.• Employees frequently sit at a computer station when taking telephone bets.• Standing and walking is occasionally required to confer with colleagues and check on betting details and statistics.• Lifting, stretching, twisting, climbing is not a significant component of the job.• Repetitive arm hand and finger movements are constantly required to perform data-entry and data processing tasks.• Bending, squatting or crouching is not likely to be required.• Driving is not required.• Use of minor office hand held objects such as pens, calculators and staplers, as well as telephones will also be occasional to frequent. Employees will need to operate computers, printers, copiers and a range of other minor office equipment and refill paper trays and ink supplies.• Mental skills necessary include a high level of concentration, mathematical accuracy, organisation, communication and analytical skills.
Further comments
There are opportunities for flexibility of movement but they are limited.
Key entry requirements (skill level, qualifications, licenses)
Must be aged 18 years and have no criminal convictions (ANZSCO Skill Level 5).

This document is based on ANZSCO 2013. Other sources of information that may have been consulted are industry contacts, employers, newspapers and internet-based sources. For physical demand level definitions see Matheson, L.N. (2003). Functional Capacity Evaluation.