



Job Description

Job Title/Position: Surveillance Officer
Department: Surveillance Department

Job Responsibilities

Summary:

The Surveillance Monitors (Operators) are required to monitor all of the Casino property during their shift. They are required to report any suspicious activities, policy & procedure infractions and any violation of State or Tribal laws that are observed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Must know all cash operations, slot operations, table games and card games ICS tested quarterly on their knowledge
- Writes detailed reports of observations made during their shift
- Closely observes cage, cash tills, jackpots, and Main bank activities
- Reports violations regarding deviations from game protection procedures and cash handling procedures.
- Reports all title 31 violations
- Ensures confidentiality of information regarding reports, investigations and suspicious activities of all Casino employees and customers/patrons.
- Identifies possible or known cheats, card counters, thieves or other individuals suspected of endangering company assets and reports their activity accordingly.
- Adheres to all regulatory, departmental, and casino policies & procedures.
- Must observe closely the slot and table games drop.
- Must fill out all Surveillance Forms and logs correctly.
- Verify, log and cancel used Table and Card games used playing cards according to policy and procedure.
- Must adhere to the safety rules and regulations of the Spirit Lake Casino and the Surveillance Department.
- Other duties as may be assigned

PHYSICAL DEMANDS

Must be able to walk, sit and or stand for long periods of time. You must have the ability to lift and move Surveillance equipment when required. Must be able to operate computer and computer type equipment for long periods of time. Must be able to work outdoors and help technicians when required.

WORKING ENVIRONMENT

Surveillance room is kept cold, 68/70 degrees, to preserve equipment. Office, loud, two-way radios, telephones and computer applications, seclusion and non-fraternization of non-Surveillance team members required. Good working experience with Windows based programs and software will help.

DISCLAIMER AND CONDITIONS OF EMPLOYMENT

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job title. They are not intended to be construed as and exhaustive list of responsibilities, duties and skills required of personnel so classified.

All Casino employees are responsible to ensure that their designated operations follow Casino policies, IGRA, Tribal policies, State compact and Tribal gaming regulations. Conditions of employment with the Casino include passing a pre-employment drug test, a background investigation to secure a gaming license and successfully completing a three-month introductory period. Candidates for this position will be required to have dependable transportation available to them.

Minimum Education & Other Requirements

KNOWLEDGE AND CERTIFICATION, SKILLS AND ABILITIES

Knowledge and Certification

Required:

- High school diploma or GED Required
- At least 21 years of age or dependent upon experience (if under 21yrs.)
- 1-year Law Enforcement, Security, Surveillance or Customer Service experience.

Preferred:

- Working knowledge of the Gaming Industry and the laws and regulations governing gaming operations.

Skills:

- Basic computer skills; working experience with Windows based programs & software (ability to demonstrate proficiency)
- Excellent report writing and investigations skills
- Strong organizational skills
- Strong written communication skills
- Strong verbal communications skills
- Customer service, interpersonal and teamwork skills necessary to maintain quality service delivery
- Accurate and detail-oriented
- Strong problem-solving skills

Abilities

Required:

- Ability to maintain high confidentiality; Excellent ability to ensure integrity in all matters (These are the 2 most important standards within the Surveillance Department)
- Ability to independently manage multiple tasks in a professional manner
- Ability to work independently with minimal supervision
- Ability to work cooperatively with all departments
- Ability to manage extensive amounts of paperwork
- Ability to operate most office equipment (computer, fax, copier, etc)
- Strong ability to be objective