



JOB DESCRIPTION

POSTED:10/23/2018

DEADLINE: UNTIL FILLED

POSITION: Surveillance Manager

DEPARTMENT: Surveillance

SUPERVISOR: Casino General Manager

LOCATION: Resort

EMPLOYMENT: Full-Time

PAY RATE: Pay Grade 15 (\$16.50 - \$22.94 per hour D.O.E.)

DESCRIPTION:

Observe and oversee all the activities in the Surveillance Department. Paying close attention to company policies by developing and executing policies and programs necessary for the surveillance of the Casino. Works closely with other Casino operations to discuss problems of mutual concern which affect the industry.

RESPONSIBILITIES:

- Provide excellent Guest Service to guests, internal and external through active guest engagement and positive attitude.
- Observes, reports, reviews, records, and protects the assets of the Casino.
- Ensures adherence to company policies (gaming, regulatory agencies regulations).
- Works with necessary personnel when needed (law enforcement, management, personnel, and other casino staff).
- Directs, manages, delegates, and coordinates all activities of the surveillance department.
- Gives direction to surveillance personnel.
- Responsible for the efficient operation of the department through the development and execution of policies and programs and the establishment and administration of policies necessary for the surveillance of the casino.

- Safeguards casino assets.
- Administers and on-going budget review and control program to include operating forecast, special and regular reports as required, and recommends changes within established limits.
- Plans methods and procedures to meet operation needs; reviews and approves recommendations for staff assignments; reviews procedures and records.
- Approves regular vacations and leave.
- Prepares and directs the preparation of special reports on department activities and operations.
- Conducts the selection procedures for the department's personnel, including promotions, demotions, release and hiring.
- Counsels, guides, and instructs personnel in proper performance of their duties.
- Conducts periodical performance reviews of assigned personnel.
- Establishes and maintains effective channels of communication upward, downward, and laterally.
- Alert to changes throughout the casino.
- Conducts special investigation by initiation or at the request of the Manager into matters which would adversely affect the integrity of the casino.
- Incumbent has access to all areas of the casino.
- Oversees the maintenance of surveillance equipment, to include record keeping and to initiate recommendations for the purchase or replacement of equipment as needed within established limits.
- Develops programs designed to improve the unit's self-image and the public image of surveillance persons assigned.
- Participates in training programs.
- Reviews the activity of surveillance personnel and their assignments, performance and training activity.
- Communicates and visits other casino operations to discuss problems of mutual concern which affect the industry, and to review surveillance measures.
- Reviews and recommends procedures for the vault, money transportation and compliance to assure loss prevention.
- Recognizes that employees have certain personal responsibilities which affect the operational efficiency of the casino.
- Maintains proper attendance in accordance with the Casino Policy.
- Reports to work on time in accordance with Casino Policy.
- Recognizes that each employee is a representative of the Casino and is responsible for demonstrating courtesy, respect, and sensitivity to the needs of every person (co-worker, visitor, etc.).
- Due to changes and modifications in your job from time to time, we require employees to be flexible and assume other responsibilities assigned by management as management sees necessary.

MINIMUM QUALIFICATIONS:

- Two (2) years of management experience in Casino Operations, Casino Management, Surveillance, or any other related field.
- Two (2) to five (5) years of experience working in a Casino with knowledge of Table Games, Slots, and other basic Casino Operations.

- A strong knowledge and understanding of the laws of the United States and the State of Michigan is required.
- Knowledge of surveillance systems and equipment (cameras, computers, etc.) is required.
- The ability to lead and supervise is required.
- The ability to manage efficiently is required.
- The ability to communicate effectively orally and in writing is required.
- Ability and skills in using video equipment including cameras, camera installation, recorders, and time elapse equipment is required.
- Completion of Black Jack/21 training is required.
- Incumbent must be available to work a variety of hours on a random basis.
- Incumbent is subject to bonding security checks, and other pre-employment screening requirements.
- Some travel is required.
- Must pass background checks and other pre-employment screenings.
- Must be able to receive and maintain a Gaming License.

PREFERRED REQUIREMENTS:

- Two (2) years of college/university experience in management, business, or any other related field.
- Ten (10) years of experience working in a Casino with knowledge of Table Games, Slots, and other basic Casino operations.

PHYSICAL REQUIREMENTS:

- Sedentary work with some walking, standing required.
- Subject to outside and inside environmental conditions including working in a smoking environment.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.

OUR MISSION

Our Mission is to provide an exceptional and memorable experience to every Guest, every time. Each Team Member will demonstrate a high level of professionalism, provide a safe, clean and entertaining experience for all Guests, internal and external.

Integrity, Service, Professionalism, Value. This is our **PROMISE**.

Date Approved by the Public Enterprise Finance Commission (PEFC): 02/27/2017

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