

**Walker's Bluff Casino Resort**  
**Job Description**



Job Title: **Security Director**  
Function: Administration  
Department: Security  
Reports To: General Manager

**Position Summary:** *Briefly describe the job's primary purpose or contribution to the department or organization.*

The Security Director is responsible for the effective and efficient management of security for the entire casino resort facility operating 24hrs/day 365 days/yr. Accompanied by the objective of observing, reporting, and executing certain activities related to compliance with Illinois State laws, Illinois Gaming Commission Rules, and corporate policies in place. The Security Director's goal is to ensure the integrity of gaming, protection of corporate assets, and employee/guest safety and security. All of these activities are conducted while working closely with the Illinois Department of Criminal Investigation personnel assigned to the property and, where appropriate, local law enforcement and health/safety agencies.

**Essential Duties and Responsibilities:** *List the job's most important functions and responsibilities. Include all important aspects of the job, whether performed daily, weekly, monthly, annually, or any that may occur at irregular intervals.*

- Continually monitor staffing to ensure adequate coverage for all anticipated business requirements and compliance with Security Department minimum staffing submission.
- Develops and implements departmental policies, procedures, and training programs to ensure the protection of all company assets as well as the safety and welfare of guests and team members.
- Responsible for the physical safety of natural persons, the physical safeguarding of assets, and the protection of the property of both the patron and casino from illegal activity.
- Responsible for recording of any unusual incidents within the licensed facility in which the security department is involved.
- Responsible for the identification and immediate notification to supervisors of any persons who requires exclusion or ejection from the facility.
- Keeps abreast of crimes and trends with the DCI and local law enforcement through establishment of mutual rapport
- Creates, updates and facilitates annual training on property emergency plans.
- Maintains accurate and thorough departmental records and reports.
- Accurately documents and maintains reports of incidents on property. Disseminates incident reports as needed to department directors.
- Conducts internal investigations as needed, collaborating with other department directors.
- Prepares the annual security budget and monitors the budget on a monthly basis.
- Ensures that all security equipment is accounted for, maintained, and working properly.
- Responsible for the ERO program and proper administration.
- Responsible for the property radio system and key management system.
- Maintains building door keys & locks, including design, installation, issuance, and recordkeeping.
- Establishes and maintains liaison with law enforcement, EMS, and regulatory bodies.
- Serves as an advisor on security and safety matters to other directors.
- Handles guest claims by investigating incidents, filing insurance claims as needed, and assisting our insurance company.
- Adheres to all laws, gaming regulations, internal controls and SOPs.
- Ability to travel to other Elite Casino properties to understand their security operations and assist with projects as necessary.
- Provide exceptional guest service for all external and internal customers.
- Responsible for the operation of the Security department, successful performance of employees, and a favorable guest experience.
- Responsible for effectively managing, delegating duties, and the performance and development of department staff; inclusive of interviewing, hiring, training, evaluating, coaching, and termination of staff.
- Manage expenses based on budgeted guidelines and business volumes to include payroll and staffing levels.
- Perform all functions of personnel within span of control, as needed.
- Must maintain reasonable accessibility by phone for business purposes.
- Assure an environment which emphasizes cooperation, communication, and teamwork with all departments.
- Support compliance with all internal procedures and regulatory requirements, including those associated with underage and intoxicated guests.
- Support current law and policy to provide a work environment free from illegal and discriminatory behavior.
- Promote and ensure the safety and security of all guests and employees.
- Complete job duties with minimal supervision, maintain acceptable attendance, and use appropriate judgment and decision-making skills.
- Serve as periodic Manager on Duty (MOD), responsible for the direct supervision of all Casino operations and conduct of Casino employees while on duty.
- Job duties, tasks, work hours, work requirements, and other duties as assigned may be added or changed at any time.

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**Knowledge, Skills, and Abilities:**

- Bachelor's degree or equivalent experience.
- Minimum of 8 years of prior security management experience, preferably in gaming environment.
- Must demonstrate outstanding leadership skills.
- Must be experienced in planning, organizing, staffing and directing a department.
- Excellent written and verbal communication skills.
- Must be willing/able to work a varied work schedule in order to lead a 24/7 operation, including nights, weekends, and holidays.
- Ability to effectively utilize conflict-resolution techniques.
- Ability to analyze and interpret departmental needs and results.
- Has the resiliency to deal with difficult guests in all types of business conditions and the ability to work effectively and courteously with fellow employees.
- Ability to maintain strict confidentiality including, but not limited to, employee data, player activity, claim activity, financial data, marketing plans, and policies.
- Ability to perform assigned duties under frequent time pressures and in an interruptive environment.
- Ability to use telephone, copy/fax machine, hand-held radio, and any department-specific equipment, tools, and computer software.
- Excellent computer skills in a Microsoft Windows environment. Must include Excel and skills in database management and record keeping.
- Ability to solve complex problems and maintain mental concentration for significant periods of time.
- Ability to perform a broad variety of tasks and deadlines with an irregular work schedule.
- Above average oral and written communication skills allowing effective communication with guests and all levels of employees.
- Ability to work in casino and office environment with excessive noise levels, bright lights, and smoke environment.
- Knowledge of all facilities and promotional events available to guests on property.

**Job Specific Knowledge:** *The use of practical procedures and knowledge, specialized techniques, and learned skills.*

- **Mastery** – Mastery of theories, principles, and complex techniques or the diverse, cumulative equivalent gained through broad seasoning and/or special development. Typically requires a Master's degree (M. A.) or equivalent; minimum of ten years related experience and/or training; or equivalent combination of education and experience.

**Managerial Knowledge:** *The planning, coordinating, directing, and controlling activities and resources associated with the organization or function.*

- **Director** - Direction of a major unit with noticeable functional diversity or guidance of a function(s) which significantly affects all or most of the organization.

**Human Relations Skills:** *The active (either face-to-face or telephone) interpersonal skills needed to facilitate relationships with other people either within (co-workers) or outside (customers, vendors) the organization.*

- **Critical** – Skills in understanding and motivating people and negotiation. This is the highest level of interpersonal skills, usually required for positions that are accountable for the development, motivation, assessment, and reward of other employees.

**Thinking:** *The scope the person must think to perform the essential functions of the position.*

- **Broadly Defined** – Thinking within concepts, principles and broad guidelines towards the organization's objectives or functional goals. This is done in an environment that is intangible or unstructured.

**Problem Solving:** *The level of problem solving complexity required of the person in performing the essential functions.*

- **Unique** – New or nonrecurring situations requiring the development of new concepts and imaginative.

**Decision Making:** *The degree of decision making authority/autonomy required to perform the essential functions.*

- **Very High** – Broad organization policies, community or legislative limits, and the mandate of the organization.

**Scope:** *The breadth/scope of impact across the company this position has in performing the essential functions.*

- **High** – Results achieved affect all other departments and the company as a whole.

**Impact:** *The degree to which this position affects or brings about the results expected of their department or function.*

- **Primary** – Controlling impact – the position has effective control over the significant activities and resources which produce the results and is the sole position which must answer for the results.

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<b>Physical Demands:</b>					
Up to 50%	Standing	25% - 50%	Lifting < 50 lbs	Up to 100%	Using hands/fingers to handle or feel
UP to 50%	Walking	10%-25%	Lifting > 50 lbs	Up to 100%	Reaching with hands and arms
Up to 100%	Sitting			10%-50%	Stooping, kneeling, crouching, or crawling
Less than 25%	Climbing				
<b>Certificates, Licenses, Registrations:</b>					
<ul style="list-style-type: none"> <li>• Must hold a valid gaming license in accordance with the Racing and Gaming Commission regulations.</li> <li>• Must complete all company-required training within designated time frames.</li> <li>• Must obtain direct deposit within one week of start date.</li> </ul>					
<b>Signature:</b>			<b>Date:</b>		