

Walker's Bluff Casino Resort
Job Description



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

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

The Surveillance Director is responsible for the effective and efficient management of surveillance of the entire casino/resort facility operating 24hrs/day 365 days/yr. utilizing a digital CCTV system encompassing a high number of cameras with the objective of observing, recording, and describing activities related to compliance with Illinois State laws, Illinois Gaming Commission Rules, and corporate policies in place to assure the integrity of gaming, protection of corporate assets, and employee/guest safety and security,

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.*

- Manage a department whose efforts are aimed at the protection of casino assets and adherence to internal controls, Illinois regulations and procedures.
- Manage and maintain a closed network digital surveillance system in a 24x7x365 highly regulated casino environment.
- Make recommendations to the General Manager, based on observations made during Surveillance activity, concerning changes in policies and procedures of other departments with the protection of company assets in mind.
- Report all incidents of criminal activity to the General Manager and regulators in a timely manner.
- Maintain a "team" approach to surveillance activities and provide an un-biased work environment for all surveillance employees.
- Provide training concerning all aspects of the casino and resort operations.
- Maintain an environment which emphasizes cooperation, communication and teamwork with all departments which depend on the support of the Surveillance department.
- Partner with the Security department to conduct investigations of accidents and suspected criminal activities.
- Partner with the Security department to protect the customers, employees and the assets of the property from fire, theft, burglary, assault and other security issues.
- Work with department management to review employee related surveillance reviews.
- Ensure accurate reporting and logging of all pertinent information as required.
- Review and analyze existing surveillance equipment and recommend new surveillance equipment purchases, installation and replacements to better meet the needs of the casino on an annual basis.
- Develop a plan with the assistance of the Surveillance Technician and IT department to ensure error free operations of all surveillance systems, to include regular testing, evaluation and inspection of the systems.
- Ensure departmental compliance with all regulatory, internal controls, policies, and procedures.
- Ability to travel to other Elite Casino properties to understand their surveillance operations and assist with projects as necessary.
- Provide exceptional guest service for all external and internal customers.
- Responsible for the operation of the Surveillance 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.
- 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:

- High School graduate, college degree preferred.
- Minimum of 10 years casino supervisory experience with at least 5 years in Surveillance.
- Extensive knowledge of casino cheating and theft scams.
- Excellent verbal and written communication skills.
- Excellent overall knowledge of casino operations and surveillance operations.
- 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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Physical Demands:					
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				
Certificates, Licenses, Registrations:					
<ul style="list-style-type: none"> • Must hold a valid gaming license in accordance with the Racing and Gaming Commission regulations. • Must complete all company-required training within designated time frames. • Must obtain direct deposit within one week of start date. 					
Signature:			Date:		