

EMPLOYMENT CLASSIFICATION:	FULL-TIME
DEPARTMENT:	SURVEILLANCE
FLSA CLASSIFICATION:	NON-EXEMPT
REPORTS TO:	DIRECTOR OF SURVEILLANCE

POSITION OVERVIEW

The Surveillance Senior Agent will be responsible for ensuring that Pechanga's assets are protected through continual observation and investigation into all casino and ancillary areas; ensuring compliance with gaming regulations and written procedures.

ESSENTIAL JOB FUNCTIONS

The information provided below encompasses the functions and capabilities linked with this position.

Duties and Responsibilities

The individual in this position is expected to engage in the following work-related activities.

- Assist in the investigation of internal and external guest and employee security incidents.
- Oversee a closed circuit television system to monitor gaming, money-handling activity, and regulation compliance.
- Assist in reviewing, maintaining, and preparing all Daily Activity, Incident Reports, and related video within the surveillance reporting and video archiving system(s) for their end use (archiving, internal/external reporting, criminal/civil litigation, etc.).
- Actively pursue knowledge related to current security/surveillance best practices and industry trends.
- Maintain a working knowledge of gaming, cheating, fraud, internal-external theft, and advantage play with the ability to recognize.
- Ability to apply common sense reasoning to a variety of situations.
- In the absence of Management assist in supervising employees, assigning and directing day-to-day tasks, establishing work schedules, and addressing questions or concerns from employees.
- Assist in monitoring employees' performance and motivating them to perform their job efficiently.
- Assist Management in planning work processes and determining effective processes to be used by employees in the course of business.
- Notify Management of emergency and/or unusual situations.
- Providing input to the department Director and Assistant Director for employee performance appraisals.
- Understand, adhere to, and enforce company and department policies, and procedures.
- Provide a safe work environment for employees, including keeping areas clean and free of safety hazards, and performing all job duties safely and responsibly.
- Protect and preserve the assets of the Company.
- Perform other duties as assigned to support the efficient operation of the department.

Skill Profile

The individual in this position is expected to possess and exhibit the following knowledge, skills, and abilities.

- Demonstrate a commitment to and value for conducting oneself in accordance with the highest standards of integrity and ethical behavior in compliance with all applicable laws, rules, and regulations.
- Maintain working knowledge of applicable casino database programs; software verification programs; collateral verification firmware/equipment, and class II and III gaming devices.
- Maintain working knowledge of table games strategy, advantage play methods, and slot machine platforms.
- Maintain working knowledge of gaming regulations as well as internal policies and procedures.

- Exhibit advanced investigative skills and abilities, including interviewing witnesses, pulling relevant data from gaming systems/equipment, preserving evidence, identifying discrepancies and inconsistencies, establishing facts, drawing valid conclusions, and recognizing potential violations.
- Ability to read, analyze, interpret and apply technical procedures, government regulations, financial reports, and legal documents.
- Demonstrate a high degree of accuracy and attention to detail in all tasks.
- Ability to define problems, collect data, establish facts, and draw valid conclusions in the context of standard situations with common, predictable variables.
- Ability to carry out intermediate mathematical computations, including statistics, proportions, percentages, and practical application of algebraic math for business.
- Ability to effectively communicate information and ideas, as well as compose precise, effective, and grammatically correct reports, procedures, and business correspondence appropriate for the intended audience.
- Ability to work in a professional manner in an environment with individuals from many different cultures and backgrounds.
- Ability to work both independently with minimum direction and as part of a team.
- Working knowledge of MS Office, including document creation and editing in Word, messaging and calendaring in Outlook, and performing routine tracking and basic computations in Excel.

Capability Requirements

The following capabilities are required to perform the essential functions of this position.

- Effectively communicate with others verbally and in writing, including by phone, e-mail, or in person.
- Understand, remember, communicate and apply routine and complex regulations, oral and/or written instructions, and factual information.
- Maintain sustained concentration on computer screens, and use keyboards and a variety of peripherals.
- Maintain sustained concentration and focus in a moderately noisy environment.
- Sit, stand, and walk for extended periods of time, as well as climb stairs periodically, and stoop, kneel and bend occasionally.
- Possess full range of motion and utilize fine motor skills, including reaching above or below the shoulder, having finger dexterity, and the ability to twist hands or wrists repetitively.
- Exert up to 30 pounds of force occasionally and/or up to 15 pounds of force frequently, to lift, carry, push, pull, or otherwise move objects.
- Recognize, interpret, and respond to a variety of competing and isolated sounds with a variety of sources, pitch, quality, and loudness.
- Sufficient vision to complete tasks requiring depth perception and color vision both close and far away.
- Tolerate working in a confined space for prolonged periods of time with sustained exposure to moderate noise and tobacco smoke.
- Tolerate occasional exposure to extreme heat or cold.

Minimum Qualifications

The following are required of an employee in this position.

- Three years experience and/or training in a similar position, or equivalent combination of education and experience.
- High school diploma or general education degree (GED).
- Current PGC Class "A" Gaming License.
- Ability to periodically travel locally, regionally, and nationally to trainings and other events.
- Ability to work days, evenings, and nights.
- Must be age 21 or older.
- Requires passing background check, credit check, and drug screening upon hire.

ACKNOWLEDGMENT OF EXPECTATIONS

I have read and understand the essential functions of this position, including the necessary capabilities, and can perform these with or without reasonable accommodation. I understand that I can request reasonable accommodation, should one be necessary for me to carry out the essential functions of this position. I also acknowledge that the functions and capabilities of this position may change in the future, with or without notice. Additionally, I consent to the exclusive jurisdiction of the Pechanga Band of Luiseno Indians and the rules of its Gaming Commission.

Employee Name

Employee Signature

Date