



# Ho-Chunk Nation

## Job Description



|                                    |                |                            |
|------------------------------------|----------------|----------------------------|
| <b>TITLE:</b> SECURITY OFFICER (B) |                | <b>JOB CODE:</b> SECP      |
| <b>BUSINESS</b>                    |                | <b>EEO:</b> 4              |
| <b>NON-EXEMPT</b>                  | <b>NO FLEX</b> | <b>PAY GRADE:</b> 10       |
| <b>FUNDING SOURCE:</b> NPD         |                | <b>HO-CHUNK PREFERENCE</b> |

*"All employees are subject to the Drug, Alcohol and Controlled Substance Policy."*

*All employees will be required to attend orientation or training to attain knowledge of the history, culture and traditions of the Ho-Chunk Nation – Resolution 08-20-13K*

### **POSITION OVERVIEW**

Execute security duties on assigned shift, to adequately protect the life and property of guests, team members, and company assets. In addition, the incumbent in this position is responsible to promote positive guest relations through prompt, courteous and efficient service.

### **PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES**

1. Ensure compliance with all Ho-Chunk Nation regulatory laws, policies, standard operating procedures, and state, local and federal laws, as they pertain to the position overview.
2. Promote positive public and employee relations, resolve complaints while maintaining a professional attitude and appearance on a daily basis.
3. Respond to emergencies and critical situations (e.g., medicals, chemical spills, fire evacuations, severe weather, workplace violence, criminal incidents/activity, etc.) in accordance with the facility's Emergency Action Plan and other applicable policies and procedures.
4. Provide medical care, as needed, up to the level or training following interdepartmental policy and procedure.
5. Continuously observe and monitor the flow of people at assigned posts and while on patrol to ensure integrity of operations; screen persons attempting to enter the property or restricted areas as outlined in department policy.
6. Report of any unusual activity or situation that could cause injury or loss to patrons, employees, or the Ho-Chunk Nation or that might reveal a weakness or vulnerability to our ability to protect the assets of the Ho-Chunk Nation that is discovered, or reported to you in the course of patrol.
7. Document your involvement in, or knowledge of any and all incidents of criminal activity, emergency response, violation of Ho-Chunk Nation laws, policy or procedure, or other desirable activity per department policy.
8. Perform as dispatch and delegate tasks using phone and radio communication to direct staff daily.
9. Monitor computer based monitoring systems and equipment (e.g. security access control system, electronic key control systems, CCTV, metal detectors, body-worn cameras, environmental management and control systems, burglar and fire alarm systems, etc.) and provide prompt notification to appropriate personnel to resolve any problems that may arise.
10. Daily communication with staff regarding property maintenance and projects, special events and promotions, which help guide guests and employees with alternative routes and/or options to a specific destination.
11. Ensure safe transportation of Ho-Chunk Nation assets as required by department policy daily.
12. Security officer positions working at gaming facilities may be required to open and close the gaming tables and points of sale per shift.
13. Protect evidence and scene in the event of an incident, accident, emergency, or investigation.
14. Maintain a working knowledge of guests and employees who have been banned from re-entering the property and take action when trespassers are observed per policy.
15. Must complete all mandated training annually for this position and retain certification on the specific course's requirements.



16. Work cooperatively with local law enforcement and be able to testify in court on behalf of the Ho-Chunk Nation
17. Practice strict confidentiality to protect the information related to guests, employees, company policies, incidents and systems used in the course of your duties.
18. Perform other duties assigned within the scope of this position.

**JOB RESPONSIBILITY**

|                               |  |
|-------------------------------|--|
| Job Reports to                | Supervisor – See Organizational Chart  |
| Leadership Accountability     | Implements Operating Plan  |
| Supervisory Accountability    | None   |
| Organizational Accountability | Manages work group within a sub-unit of a department   |
| Financial Accountability      | None   |
| Customer Accountability       | Interfaces with officials, executives, regulatory authorities, and outside and inside customers      |
| Freedom to Act                | Operates with significant independence and subject to general input and regular review by supervisor |

**MINIMUM QUALIFICATIONS**

**EDUCATION:**

1. Must have a high school diploma or GED equivalent.

**ESSENTIAL:**

1. All casino employees will be subject to the Criminal and Background restrictions of the Ho-Chunk Nation and able to obtain and maintain a gaming license
2. Must not have been convicted of an offense, which is related to theft, fraud, children or elders.
3. Reliable transportation, a valid driver’s license and proper insurance where applicable.

**EXPERIENCE:**

1. Must have a minimum of one (1) year formal security or law enforcement training or experience (military or civilian). Security training or experience may be waived with a minimum of two (2) years military service.

**KNOWLEDGE, SKILLS, ABILITIES REQUIRED**

1. Must possess the ability to acquire a working knowledge of security procedures, investigative procedures and techniques and systems including alarm, access control and identification systems.
2. Must be able to work independently as well as in a team environment with persons of diverse backgrounds and must be able to take direction and complete all tasks in a timely manner.
3. Ability to accept change(s) (e.g., policies, procedures, schedules, duties or post rotations) at any given time; sometimes on short notice, without letting it affect your ability to perform all duties with a high level of customer service and professionalism.
4. Must be able to apply learned skills (i.e. mandated trainings, SOPs, etc.) to job duties.
5. Must be physically able to perform all duties.
6. Must possess strong computer skills and knowledge of Microsoft products.
7. Must have the ability to clearly articulate, in writing, the details of incidents and other shift occurrences in official reports and logs.
8. Must be able to interpret and carry out a variety of instructions furnished in written, oral, diagram or schedule form; speak, read, and write in English including but not limited to reading and comprehending documents, instructions and manuals, interpret meaning and retain information.



9. Ability to speak effectively to team members and guests of the organization in a public forum.
10. Ability to remain calm under stressful situations and use logic and reasoning to solve problems.
11. Ability to multitask and to concentrate on a task over a period of time without being distracted.

**WORK PLACE RESPONSIBILITY**

1. Maintains a safe and healthy work place environment.
2. Provide assistance to other departments and guests to ensure the integrity of operations.

**WORKING CONDITIONS**

1. May be exposed to a smoking environment frequently.
2. May be exposed to an elevated noise level.
3. While performing the duties of this job, is required to stand, walk, talk and hear.
4. Is occasionally required to sit, run, climb, balance, stoop, kneel, crouch and crawl.
5. Is occasionally required to lift and/or move up to twenty five (25) pounds and may be required to lift and/or move up to one hundred (100) pounds or more with assistance.
6. May occasionally be exposed to all outside weather conditions for extended periods.
7. Ability to work irregular hours and extended shifts including late nights, early mornings, weekends and holidays.

\*KEY POSITION-GAMING EMPLOYEE\*