



Ho-Chunk Nation

Job Description



TITLE: Surveillance Shift Supervisor		JOB CODE: SVSS
Government - Employee	EEO: 4	PAY GRADE: 14
Non-Exempt	Flex	FUNDING SOURCE: NPD
HO-CHUNK PREFERENCE		

"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

The Surveillance Shift Supervisor is responsible for monitoring the daily activities of the monitor room and the Surveillance Agents present. The Surveillance Shift Supervisor regularly spends his or her time at a workstation: watching live and recorded video, recording a daily Jog, answering two-way radios, phones, completing reports in an office environment, completing the daily shift log, answering employee questions, scheduling, employee evaluations, employee counseling, and any other duties set forth by the Surveillance Director.

Note: This job description is intended to describe the general nature and level of work to be performed by the assigned person. It is not intended to be an exhaustive list of all responsibilities, duties, skills, or working conditions.

PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES

1. Maintain the integrity and confidentiality of the Surveillance Department and the Nation's operations.
2. Positively interact with employees, vendors, law enforcement, and regulatory agencies.
3. Manages the daily operations and the administrative responsibilities.
4. Monitor gaming and non-gaming related activities, procedures, assets, and other areas/assignments as designated.
5. Communicate pertinent Information regarding changes and updates within the Surveillance Department and the Nation's operations.
6. Review violations prior to distributions.
7. Proactively monitor the Nation's operations and personnel to ensure compliance with policies and procedures, identify suspicious activity, and deter fraud and theft.
8. Responsible for ensuring regulatory compliance with local, Tribal, State, and Federal laws and ordinances and reporting potential issues to the Surveillance Director.
9. Instruct Surveillance Agents of methods used to observe, record and report deviations of casino policies and procedures.
10. Manage Surveillance personnel and ensure appropriate professional standards of behavior, work standards, productivity, and practices are enforced.

JOB RESPONSIBILITY

Job Reports to	Surveillance Director
Leadership Accountability	Demonstrates job duties and operations to Surveillance Agents.
Supervisory Accountability	Supervises the Surveillance Agents.
Organizational Accountability	Daily reports, job duties and projects pertaining to the position.
Financial Accountability	None.



Customer Accountability	Interacts with other departmental entities, local law enforcement and vendors.
Freedom to Act	Operates with significant independence, subject to general input from supervisors, subject to regular review by supervisor

MINIMUM QUALIFICATIONS

EDUCATION:

1. Must possess a high school diploma or equivalent.

ESSENTIAL:

1. All casino employees will be subject to the Criminal and Background restrictions of the Ho-Chunk Nation.
2. Must be able to obtain Gaming License.
3. Possession of working vehicle, valid driver's license and proper Insurance.

EXPERIENCE:

1. Two (2) years of experience in casino surveillance.
2. Two (2) years of supervisory experience preferred.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Must be able to operate different types of surveillance equipment.
2. Must be able to identify criminal activity.
3. Must have the ability to effectively follow direction.
4. Must be able to read, write, comprehend and retain Information.
5. Must be familiar with computer software programs (i.e. spreadsheets, word processing).
6. Must possess the ability to multi-task.
7. Shall use effective time management.
8. Must possess good organizational skills.
9. Public speaking skills are required.
10. Must have basic leadership qualities needed in law enforcement environment.
11. Must exhibit leadership qualities and be able to coordinate staff as needed.
12. Must possess the ability to work independently as well as in a team environment.
13. Must possess the ability to apply investigative techniques and undercover operations.
14. Remain up-to-date on casino and business related scams.
15. Thorough knowledge of all gaming activities.

WORK PLACE RESPONSIBILITY

1. Maintains a safe and healthy work place environment.
2. Ensures that all employees of the department receive appropriate training, counseling, and understand all of the applicable procedures so that they can safely do their assigned work.
3. Document and maintain daily logs/records of all activities.
4. Report status of all surveillance equipment to Surveillance CCTV Technicians.
5. Follow schedules of preventative maintenance submitted by Surveillance CCTV Technicians.



WORKING CONDITIONS

1. Must have eyesight correctable to 20/20, no color blindness.
2. Be able to sit for extended periods of time and observe in close quartered areas.
3. Be able to work in a low light environment.
4. Be able to work in a smoke filled environment (gaming floor).
5. Be able to observe CCTV monitors for extended periods of time.
6. Must be able to work in a high stress environment.
7. Occasional travel may be required to fulfill effectively above job description functions.
8. Evenings, weekends and/or holidays will be required to fulfill effectively above job description functions.

KEY POSITION