



Ho-Chunk Nation

Job Description



TITLE: SECURITY OFFICER		JOB CODE: SECO
BUSINESS		EEO: 4
NON-EXEMPT	NO 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

Execute security duties on assigned shift, to adequately protect the life and property of guests, team members, and company assets. May be responsible for mobile patrol, and dispatch job duties. 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. Daily ensure full compliance with facility's Internal Control Manual, Ho-Chunk Nation regulations and policies, state, local and federal laws, standard operating procedures and Minimum Internal Control Standards.
2. Respond to emergencies and critical situations in accordance with policies and procedures (e.g., medicals, chemical spills, fire evacuations, severe weather, etc.) and provide emergency services as authorized.
3. Continuously observe and monitor the flow of people at assigned posts and while on patrol.
4. By end of shift produce a written report of any unusual situation or one that could cause injury or loss to patrons, employees, or the Ho-Chunk Nation or that might reveal a weakness or vulnerability that is discovered in the course of patrol.
5. Perform as dispatch and delegate tasks using phone and radio communication to direct staff daily.
6. Monitor PC based monitoring systems and electronic equipment (e.g. security access control system, electronic key control systems, CCTV, environmental management and control systems, burglar and fire alarm systems) and provide prompt notification to appropriate personnel to resolve any problems that may arise daily.
7. Ensure safe transportation of casino's monies, gaming tokens, and cash equivalents daily.
8. Assist in the opening and closing of the gaming tables and points of sale per shift.
9. Protect evidence and scene in the event of an incident, accident, emergency, or investigation.
10. Daily 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.
11. Must complete all mandated training for this position and retrain based on the specific course's requirements.
12. Perform other duties assigned relevant to this position.

JOB RESPONSIBILITY

Job Reports to	Security Shift Supervisor
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.
2. Must be bondable.
3. Must be able to obtain and maintain a Gaming License.
4. Must maintain confidentiality.
5. Must have 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 apply learned skills (i.e. mandated trainings, SOPs, etc.) to job duties.
3. Must be physically able to perform all duties.
4. Must possess strong PC skills and knowledge of Microsoft products.
5. Must be able to interpret 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.
6. Ability to speak effectively to team members and guests of the organization in a public forum.
7. Ability to comprehend and carry out detailed written or oral instructions.
8. Ability to remain calm under stressful situations and use logic and reasoning to solve problems.
9. Ability to multitask and to concentrate on a task over a period of time without being distracted.

WORK PLACE RESPONSIBILITY

1. 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.
2. 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.
3. Maintains a safe and healthy work place environment.
4. Provide assistance to other departments and guests to ensure the integrity of gaming operations.
5. Promotes positive public and employee relations and resolve simple and informal complaints and maintain a professional attitude and appearance at all times.
6. Maintain a working knowledge of the casino and property, as well as special events and promotions, in order to advise guests and fellow team members.
7. Work cooperatively with local law enforcement and be able to testify in court on behalf of the Ho-Chunk Nation.



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.