



Ho-Chunk Nation

Job Description

TITLE: Surveillance Agent		JOB CODE: SURA
Government - Employee	EEO: 4	PAY GRADE: 10
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 Agent is responsible for monitoring the day-to-day activities of the property. The Surveillance Agent regularly spends his or her time at a workstation: watching live and recorded video, recording a daily log, answering two-way radios, phones, and completing reports in an office environment.

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. Operate different types of surveillance equipment.
2. Document and keep daily logs of all activities.
3. Report status of all surveillance equipment to the Surveillance Shift Supervisor or Lead Agent.
4. Follow the schedules of preventative maintenance submitted by the Surveillance CCTV Technicians.
5. Ensure that the different departments adhere to the Gaming Compact and Internal Control Manual, Minimal Internal Control Standards and Standard Operating Procedures.
6. Assist In the training of new agents.
7. Follow Standard Operating Procedures, Internal Control Manual II/III, Minimum Internal Control standards as required by the Surveillance Division and the Ho-Chunk Nation.
8. Maintain a high degree of integrity involving the operations of the Surveillance Department.
9. Report to, and perform other daily duties as assigned by Surveillance Shift Supervisors.
10. Positively interact with other surveillance personnel.
11. Promotes positive public/employee relations.
12. Must learn the different laws and ordinances pertaining to local, state and federal authorities.
13. Must be physically able to attend monthly tribal related casino operations courses including Surveillance and Security departments.

JOB RESPONSIBILITY

Job Reports to	Supervisor – See Organizational Chart
Leadership Accountability	None.
Supervisory Accountability	None.
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 a Gaming License.

EXPERIENCE:

1. Experience in surveillance/military or criminal justice related field preferred.
2. Gaming experience preferred.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Must have the ability to effectively follow direction.
2. Must be able to read, write comprehend and retain Information.
3. Must be able to type at a minimum of 30 words per minute.
4. Must be familiar with computer software programs (I.e. spreadsheets, word processing).
5. Must have the ability to multi-task.
6. Must possess the ability to work independently as well as in a team environment.
7. Must possess the ability to acquire working knowledge of Investigative techniques and undercover operations.
8. Must possess the ability to acquire working knowledge of all table games and slot machines.
9. Remain up-to-date on casino and business-related scams.

WORK PLACE RESPONSIBILITY

1. Maintains a safe and healthy work place environment.
2. The department manager 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.

WORKING CONDITIONS

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

KEY POSITION