



# Ho-Chunk Nation

## Job Description



<b>TITLE:</b> Surveillance Director		<b>JOB CODE:</b> SURD
Government - Employee	<b>EEO:</b> 2	<b>PAY GRADE:</b> 20
Exempt	Flex	<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**

The Surveillance Director is responsible for monitoring the daily activities of the monitor room and the Surveillance staff. The Surveillance Director ensures that the department is operating efficiently and effectively. The Surveillance Director also provides guidance and support through the implementation of programs that develop staff skills and demonstrates effective asset protection.

**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. Create and implement policies and procedures for the Surveillance Department as needed.
2. MUST MAINTAIN STRICT CONFIDENTIALITY at all times.
3. Assist other departments with investigations and report directly to management and the Gaming Commission concerning breaches and deviations of casino policies and procedures of the other departments.
4. Shall maintain staffing levels by recruiting, interviewing and hiring qualified candidates as needed.
5. Monitor all surveillance personnel activities and maintain daily records of department, submit written actions of the Surveillance Shift Supervisors, Investigators and Agents and take appropriate disciplinary action as necessary.
6. Reviews daily logs, reports, and other Surveillance activities.
7. Promote positive public and employee relations at all times.
8. Direct all Surveillance operations in accordance with tribal, state and federal regulations and policies at all times.
9. Provide training to ensure Surveillance staff is up to date on all relevant skills and knowledge on a monthly basis.
10. Develop, submit and monitor department budgets monthly.
11. Coordinate and conduct investigations with the Surveillance Investigator and testify in court on behalf of the Ho-Chunk Nation (if required) as needed.
12. Maintain the independence of the Surveillance Department and take the appropriate steps to deter criminal activity and implement loss prevention programs at all times.
13. Perform other duties as assigned by supervisor.

### **JOB RESPONSIBILITY**

Job Reports to	Supervisor – See Organizational Chart
Leadership Accountability	Develop strategic plan
Supervisory Accountability	Department staff



Organizational Accountability	Manages department
Financial Accountability	Manages operating budget, approve expenditures and monitors expenditures
Customer Accountability	Interacts with other departmental entities and local law enforcement
Freedom to Act	Sets broad policies and objectives, operates with significant independence, subject to general input from supervisors, subject to regular review by supervisor

**MINIMUM QUALIFICATIONS**

**EDUCATION:**

1. High School Diploma or equivalent required.
2. Two (2) years of higher education, preferred.

**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.
3. Reliable transportation, valid driver's license and proper Insurance.

**EXPERIENCE:**

1. Four (4) years surveillance related experience required.
2. Two (2) years of management experience preferred.

**KNOWLEDGE, SKILLS, ABILITIES REQUIRED**

1. Ability to coordinate investigations with local/state/federal authorities.
2. Must be physically able to attend tribal related casino operations courses and courses provided by Surveillance and Security departments.
3. Must be able to travel in/out of state.
4. Must possess the ability to work independently as well as in a team environment.
5. Must be able to type at a minimum of 45 words per minute.
6. Must be familiar with computer software programs (i.e. spreadsheets, word processing).
7. Must possess leadership and management qualities.
8. Ability to maintain records, reports and files.
9. Must possess the ability to multi-task.
10. Be knowledgeable in equipment procurement and maintenance.
11. Shall use effective time management.
12. Must possess good organizational skills.
13. Public speaking skills are required.
14. Knowledge of court room procedures and have working knowledge of interrogation/interview techniques.
15. Thorough knowledge of investigative procedures, interrogation techniques, and undercover operations.
16. Remain up to date on casino and business related fraudulent activities.
17. Extensive knowledge of casino operations, policies and procedures.
18. Must possess knowledge of different types of surveillance and security equipment.
19. Thorough knowledge of all table games and slot machines.



**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.

**WORKING CONDITIONS**

1. Must have eyesight correctable to 20/20, cannot be colorblind.
2. Be able to sit for extended periods and observe in close quartered areas.
3. Interview subjects one on one, in a close proximity environment.
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.
7. Office setting environment.
8. Must be able to work in a high stress environment.
9. Occasional travel may be required to fulfill effectively above job description functions.
10. Occasional evenings, weekends and/or holidays may be required to fulfill effectively above job description functions.

\*KEY POSITION\*