



# Ho-Chunk Nation

## Job Description



<b>TITLE:</b> SECURITY OFFICER		<b>JOB CODE:</b> SECO
Government - Business		<b>EEO:</b> 4
<b>NON-EXEMPT</b>	<b>NO FLEX</b>	<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. 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 assurance with full compliance of all Ho-Chunk Nation regulatory laws and policies, state, local and federal laws, standard operating procedures, as they pertain to the position overview.
2. Promotes positive public and employee relations and resolve simple and informal complaints and maintain a professional attitude and appearance on a daily basis.
3. Same day immediate response 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.
4. Daily observation and monitoring the flow of people at assigned posts and while on patrol to ensure integrity of operations.
5. By end of daily 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.
6. Perform as dispatch and delegate tasks using phone and radio communication to direct staff daily.
7. 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.
8. 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.
9. Ensure safe transportation of all Ho-Chunk Nation assets daily.
10. Security officer positions working at gaming facilities may be required to open and close the gaming tables and points of sale per shift.
11. Same day immediate response to protect evidence and scene in the event of an incident, accident, emergency, or investigation.
12. Daily observe and report to supervisor those guests and employees who have been banned from re-entering the property and take action per policy.
13. Must complete all mandated training annually for this position and retrain based on the specific course's requirements.
14. Work cooperatively with local law enforcement and be able to testify in court on behalf of the Ho-Chunk Nation on a monthly basis.
15. 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. Must be bondable.
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 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 PC skills and knowledge of Microsoft products.
7. 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.
8. Ability to speak effectively to team members and guests of the organization in a public forum.
9. Ability to comprehend and carry out detailed written or oral instructions.
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.

**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.