



Ho-Chunk Nation

Job Description



TITLE: Surveillance Investigator		JOB CODE: SURI
Government - Employee	EEO: 3	PAY GRADE: 13
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 Investigator is responsible for the integrity of tribal gaming and Ho-Chunk Nation assets. They shall investigate deviations related to the Gaming Ordinance, Internal Control Manual, Minimum Internal Control standards and Standard Operating Procedures. The Surveillance Investigator regularly spends his or her time at a workstation watching live and recorded video, reviewing daily logs and reports, creating case files, conducting interviews/interrogations, data-mining, answering phones, and completing reports in an office environment. In addition to completing reports and conducting interviews/interrogations, the Surveillance Investigator will complete 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. MUST MAINTAIN STRICT CONFIDENTIALITY.
2. Initiate, conduct and conclude Investigations for the protection of the Nation's assets.
3. Perform non-gaming investigations as required by the Surveillance Director.
4. Must be able to effectively communicate/work daily with other departments in the casino.
5. Must maintain professionalism and integrity during interviews/interrogations of personnel.
6. Maintains the Independence of the surveillance department daily and detect any criminal activity by utilizing the resources available to the surveillance department.
7. Report daily directly to the surveillance director concerning breaches and deviations of casino policies and procedures.
8. Maintain a good working relationship with local, state and federal authorities.
9. Promote public/employee relations.
10. Assist the Surveillance Director weekly by giving input to help maintain an effective and efficient operating surveillance department.
11. Maintains and submits daily reports to the surveillance director.
12. Assist with the implementation of loss prevention programs.
13. Know the liability factors to prevent unnecessary civil suits against the Ho-Chunk Nation, testify in court on behalf of the nation.
14. Investigate breaches of confidentiality in the surveillance department and other departments.
15. Perform interviews/Interrogations of personnel associated with an ongoing investigation.
16. Ensure that the different departments adhere to the Gaming Compact and that they adhere to policies and procedures, especially where the handling of money is concerned.
17. Investigate activity that goes against the Standard Operating Procedures of the casino, regulatory gaming statutes of state and federal agencies.
18. The above is not all-inclusive and the duties can and may be expanded and Implemented as the Surveillance Director sees fit.



19. Perform other duties as assigned by supervisor.

JOB RESPONSIBILITY

Job Reports to	Surveillance Director
Leadership Accountability	None
Supervisory Accountability	None
Organizational Accountability	Daily investigative reports, job duties and projects pertaining to the position
Financial Accountability	None
Customer Accountability	Interacts with other departmental entities 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. High School diploma or equivalent.
2. Any applicable certifications as it relates to investigations.

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. Possession of working vehicle, valid driver's license and proper insurance.

EXPERIENCE:

1. Three (3) years of surveillance related experience.
2. Must have a minimum of one (1) year of gaming experience.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Ability to coordinate investigations with local/state/federal authorities.
2. Create paper trail audits; conduct auditing Investigations.
3. Coordinate and conduct training with surveillance agents related to audit investigations.
4. Must be physically able to attend tribal related casino operations courses and courses provided by both surveillance and security departments.
5. Must be familiar with computer software programs (i.e. spreadsheets, word processing).
6. Must possess leadership qualities needed in a law enforcement environment.
7. Ability to maintain records, reports and files.
8. Must possess the ability to multi-task.
9. Must use effective time management
10. Must possess good organizational skills.
11. Public speaking skills are required.
12. Remain up to date on casino and business related scams.
13. Thorough knowledge of all gaming activities.
14. Thorough knowledge of Investigative techniques/undercover operations; different types of surveillance and security equipment.
15. Knowledge of courtroom procedures.



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. Must be able to sit for extended periods and observe in close quartered areas.
3. Must be able to work flexible hours as required by the Surveillance Department.
4. Must be able to interview subjects one on one, in a close proximity environment.
5. Must be able to work in a low light environment.
6. Must be able to work in a smoke filled environment (gaming floor).
7. Must be able to observe CCTV monitors for extended periods.
8. Office setting environment.
9. Must be to work in a high stress environment.
10. Travel may be required to fulfill effectively above job description functions.
11. Evenings, weekends and/or holidays may be required to fulfill effectively above job description functions.

KEY POSITION