



Cow Creek Gaming & Regulatory Commission

Position Description

Position Title: Surveillance Supervisor

Department: Gaming Commission

Reports To: Surveillance Manager

FLSA Designation: Non-Exempt

Date Written/Revised: 10/13/09

POSITION PURPOSE:

Supervises surveillance operators and coordinates activities related to the surveillance of all areas of the casino and resort operations.

ESSENTIAL FUNCTIONS:

- Responsible for assuring gaming activity is monitored for internal control compliance and gaming integrity via the CCTV system.
- Supervises surveillance personnel assigned to shift to ensure an effective and efficient operation.
- Is knowledgeable of and assists in the compliance of all Tribal, State and Federal rules and regulations related to gaming.
- Knowledge of all games and scam techniques.
- Assists in the training, scheduling and evaluating personnel while keeping with commission/corporate objectives, policies and procedures.
- Assists in preparing reports and reviewing all daily activity logs.
- Maintain required logs, accurately.
- Monitor resort personnel for compliance with Internal Controls.
- Monitor resort personnel for policy and procedure compliance as assigned by the Operations Manager, Director of Surveillance or Gaming Commission Executive Director.
- Monitor special assignments as assigned by the Operations Manager, Director of Surveillance or Gaming Commission Executive Director.
- To document all of these events and report all unusual or suspicious events or activities to the Operations Manager, the Director of Surveillance or Gaming Commission Executive Director.
- Maintain a high level of understanding in the area of card count detection.
- Attends training as required.

Qualifications:

- High school graduate or equivalent
- Good math and communication skills
- Must be computer literate
- Able to secure a Class III Gaming License, which requires a minimum age of 21
- Two (2) years' experience in casino surveillance required

- Must have knowledge of table games to include scam techniques
- Must have a high level of understanding in the area of card count detection

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

Able to work weekends, holidays and/or any shift as scheduled. Able to lift 1 - 50 pounds, color and symbol identification, listening to and verbally responding to radio traffic via two way radios, good hand eye coordination, gripping hands and fingers, kneeling, lifting (sometimes above head), standing, sitting long periods of time, stooping and twisting of the body occurs daily. Able to work alone for periods of time. Able to continuously watch a video monitor screen.