



Manchester Gaming Commission

The Manchester-Point Arena Band of Pomo Indians

Surveillance Operator I

Department: Surveillance

Reports to: Surveillance Manager

Summary

Protects assets and maintains the integrity of the Company using CCTV (Closed Circuit Television) and floor observations. Provides surveillance support to ensure a safe environment for employees and guests. Closely observes gaming activities and security operations and monitors for unusual behaviors and activities that are not in compliance with minimum internal control standards (MICS).

Principal Activities & Responsibilities

- ❖ The primary role of the Surveillance Operator I is to support the protection of lives and casino property.
- ❖ Performs assigned duties, observes, and reports in accordance with departmental policies and procedures.
- ❖ Operates all surveillance equipment, including, but not limited to monitors, switchers, computers, controllers, and cameras.
- ❖ Provides CCTV and personal observations of all departments and applicable job activities and functions to assure compliance with established laws, regulations, policies and procedures, and internal controls.
- ❖ Operates base station radios and maintains coordination and communication with the Security Department Manager and/or Supervisor at all times.
- ❖ Provides backup video records and reports of incidents, unusual activities, and/or evidence of criminal activity, and activity that poses a threat to the safety of guests or staff.
- ❖ Supports security operations in situational management and emergencies.
- ❖ Provides security support for casino drops and counts, cash deliveries and pickups, and special events.
- ❖ Maintains all records, reports, and other required paperwork.
- ❖ Observes and reports on all incidents that relate to guest and employee safety and protection of casino property and assets.
- ❖ Keeps an open communication with other departments.
- ❖ Maintains appearance standards as outlined in departmental policies and procedures.
- ❖ Provides courteous service and is cordial to all Team Members.
- ❖ Communicates effectively both orally and in writing.
- ❖ Maintains a good attendance record.
- ❖ Other duties as directed by management.



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Level of Authority & Restrictions

Works under the authority of the Surveillance Supervisor/Manager. Exercises discretion, common sense, and good judgment and has limited decision-making authority.

Physical & Mental Demands

- ❖ Must be able to multi-task.
- ❖ Must be able to stand or sit for long periods of time.
- ❖ Must be able to move up to 45 pounds.

Working Conditions & Environment

- ❖ Must be able to work in smoking and non-smoking environments.
- ❖ Must be able to work all shifts, weekends, holidays & special events as needed.

Minimum Job Requirements

- ❖ Must be at least 18 years of age.
- ❖ Two years of casino or private industry experience in surveillance and security, preferably Associates Degree in criminal justice, with security, law enforcement, or military-related experience.
- ❖ A thorough working knowledge of all casino games is preferred with an emphasis on payoffs, odds, procedures and game protection.
- ❖ Must possess good organizational and planning skills.
- ❖ Must possess reasonable ability to communicate in English.
- ❖ This position is subject to pre-employment drug testing and criminal history background check which may include fingerprinting.
- ❖ Must have employment eligibility in the U.S.
- ❖ Must receive and maintain a valid Class A gaming license from the Tribal Gaming Commission.

Indian Preference

It is the policy of the Tribe to grant Indian Preference in hiring, promotion, and retention, all subject to meeting or being capable of meeting minimum job and educational qualifications, while living on or near a reservation, in accordance with Title VII, Section 7(b) of the Indian Self-Determination and Education Assistance Act of 1975.