



POSITION DESCRIPTION

Position:	Surveillance Director
Department:	Surveillance
Reports to:	General Manager
Salary:	\$1800 - \$2600 (Subject to qualifications and based on a full time position)

Position Summary:

The incumbent in this position is responsible for ensuring that policies and procedures, gaming laws and regulations, along with the health and safety of all Playground occupants are monitored.

General Accountabilities:

- Supervises and directs the daily operation of the Surveillance Department and its employees.
- Approves property shift schedules, employee hours worked and ensures attendance records are maintained for all Surveillance personnel.
- Ensures accurate incident reporting and logging of all required information by Surveillance staff is completed on a daily basis.
- Reviews daily Shift Reports, Incident Reports and Log entries generated by Surveillance staff and submit Incident Reports to Executive Management, appropriate Department Directors, and the Kahnawake Gaming Commission if required.
- Directs and assigns duties to Surveillance personnel as required.
- Provides training in all aspects of the Surveillance Department, to include, but not limited to, internal and external cheating and theft techniques, advantage play techniques, game protection techniques, surveillance techniques and rules, regulations, policies and procedures of all games and departments.
- Ensures that personnel are properly trained in the use and care of all surveillance equipment.
- Responsible for overseeing and approving the ordering of equipment and supplies for the department.
- Ensures that the Surveillance room facilities are kept in a neat and orderly fashion.
- Ensures that all routine equipment maintenance is scheduled and performed as required.
- Responsible for developing, revising, and implementing Surveillance Department policies and procedures.
- Conducts investigations and assists in any internal or external investigations conducted by Playground or Authorized Local Authorities.
- Performs other duties as assigned.

Working Conditions:

Must have ability to:

- Work varying levels of crowds, noise levels, and smoke, the severity of which depends upon customer volume.
- Must be able to lift 50 lbs, reach and bend. Must be able to sit for extended periods of time.



PLAYGROUND *Poker Club*

- Be able to respond to visual and aural cues.
- Be able to operate in physically and mentally stressful conditions.
- Possess manual dexterity to use a computer keyboard, cameral control and phone.

Job Qualifications:

- Must be at least 18 years of age.
- Ability to be present at work assigned schedule including nights, weekends, holidays, special events, and extended hours when required.
- No felony conviction(s).
- Electronics and/or computer education or experience.
- Knowledge and training in internal and external cheating and theft techniques, casino game protection techniques and advantage play techniques and casino surveillance techniques.
- Knowledge and ability of leadership, management, training, mentoring and coaching techniques.
- Knowledge of surveillance systems, cameras and digital recording equipment.

Regulatory & Compliance Responsibilities:

In addition to the other duties described herein, each and every Team Member has the following responsibilities related to compliance with laws and regulations:

- Perform the duties described in compliance with local laws and regulations.
- Take the necessary steps to ensure minors are not allowed to gamble or loiter in gambling areas, drink alcoholic beverages, or purchase tobacco.
- Have knowledge of the ordinances, regulations, laws, policies, and procedures relating to the employee's department.
- Consult Internal Control Procedures and Policy Manuals for guidance.
- Report illegal activity to Security or the appropriate levels of Management.