

GAMING SURVEILLANCE OBSERVER

DEFINITION: Under general supervision, performs work of moderate difficulty in monitoring and ensuring compliance with the Navajo Nation Gaming Ordinance and Gaming Policies and Procedures; protects and maintains the integrity of the casino using closed circuit television (CCTV) equipment and floor observations; provides a safe environment for employees and guests; performs related work as assigned.

ESSENTIAL FUNCTIONS: This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

TASKS:

Maintains and operates all surveillance equipment, including but not limited to VCRs, monitors, video printers, video switches, cameras and computerized equipment; monitors cashier cage, vault areas and any location where money is being handled, the personnel therein, and other areas that require monitoring to ensure compliance with the Navajo Gaming Ordinance and Gaming Policies and Procedures; reports suspicious, inappropriate or mishandling of funds to the Navajo Gaming Regulatory Office (NGRO) and/or casino staff.

Conducts preliminary investigations of suspicious activity observed to determine if a violation or crime has occurred; prepares detailed and accurate reports of incidents or suspected illegal activities; performs other tasks and special assignments relevant to position as required by NGRO; labels, maintains and categorizes all surveillance videotapes, DVDs, etc. in accordance with State/Tribal gaming compacts; reports any equipment in need of repair; looks for and reports safety hazards.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

Knowledge and ability to troubleshoot and repair surveillance systems (switcher system, VCRs, camera, computer, printer and all programmable technology).

Knowledge of tribal and federal laws, rules and regulations regulating tribal gaming related surveillance. Knowledge of Indian Gaming Compact policies, procedures and regulations regarding casino surveillance functions.

Knowledge of computerized surveillance software.

Knowledge of Federal and State Indian Gaming laws.

Knowledge of the principles and practices of employee training.

Skill in using computer software to generate reports and statistical information.

Skill in applying surveillance principles in an Indian Gaming setting.

Skill in developing statistical reports in accordance with established regulatory agency guidelines.

Skill in utilizing public relations/customer service techniques in responding to inquiries and complaints from all sources.

Skill in establishing and maintaining effective working relationships with governmental regulatory agencies, casino management, upper management, co-workers and subordinates.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves a minimum of physical effort primarily in an office setting.

MINIMUM QUALIFICATIONS:

- A high school diploma or GED; and two (2) years of work experience in LAN/WAN system configuration, surveillance, closed circuit TV monitoring or surveillance of casino games.

THE NAVAJO NATION

Class Code: 3460
Community and Economic Development Series
Gaming Regulatory Group
Overtime Code: Non-Exempt
Pay Grade: 62

GAMING SURVEILLANCE OBSERVER

PREFERRED QUALIFICATIONS:

- An Associate's degree in Criminal Justice, Computer Science, Information Technology or related field.

SPECIAL REQUIREMENTS:

- Must possess or be able to obtain a gaming license/certification from the State of Arizona and New Mexico and the Navajo Nation Gaming Regulatory office.
- Possess a valid state driver's license.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.