

SENIOR GAMING SURVEILLANCE OBSERVER

DEFINITION: Under general supervision, performs work of moderate difficulty involving the prevention and detection of illegal gaming practices using advance surveillance monitoring equipment and on site floor observations; incumbents in this classification serve in the capacity of a lead gaming surveillance observer handling the most controversial violations, disputes and incidents occurring on the casino floor; 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:

Oversees assigned surveillance shift schedules engaged in monitoring and observing casino operations for cheating or theft by employees or patrons; reviews reports on surveillance of cashier cage, vault areas and other locations where money is handled and the personnel therein, and other areas that require monitoring to ensure compliance with the Navajo Gaming Ordinance and Gaming Policies and Procedures.

Provides technical assistance to surveillance observers reporting suspicious handling of casino generated money; ensures that surveillance staff are properly trained to observe and identify fraudulent activity; conducts performance appraisals for assigned staff; takes appropriate action on violations, disputes and incidents of the kind that are highly controversial and brings to the attention of the gaming agents and surveillance manager as necessary; meets with casino management personnel and/or employee when procedural violations occur.

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; ensures all surveillance videotapes, DVDs, etc. are labeled and categorized in accordance with State/Tribal gaming compacts; oversees the operation and maintenance of all surveillance equipment, including but not limited to VCRs, monitors, video printers, video switches, cameras and computerized equipment; submits reports of any equipment in need of repair; looks for and reports safety hazards; performs other tasks and special assignments relevant to the position as required by the Gaming Regulatory Office.

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.

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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 four (4) years of work experience in surveillance, closed circuit TV monitoring or surveillance of casino games.

PREFERRED QUALIFICATIONS:

- An Associate's or advanced degree in Criminal Justice, Computer Science, Information Technology or related field.
- Proficient in Microsoft Office software or other computer applications.

SPECIAL REQUIREMENTS:

- A favorable background investigation.
- Possess a gaming license/certification from the State of Arizona, 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.