

Position: Surveillance Shift Supervisor  
Department: Gaming Commission  
Supervisor: Surveillance Manager  
Supervises: Surveillance Observers  
FLSA Status: Exempt

**Position Summary:**

Responsible for supervision of Surveillance Operators when Surveillance Manager is not available. Responsible for protection of casino assets. Possesses knowledge of clandestine surveillance operations.

**Duties and Responsibilities:**

- Documents procedure infractions.
- Documents incidents of theft, etc.
- Conducts or assigns Close Watch or other special surveillance.
- Informs Surveillance Manager of special observation request.
- Forwards all reports to Manager.
- Recommends Close Watch on personnel observed to be acting suspiciously.
- Makes proper notifications of Gaming and other violations.
- Represents Manager in his absence.
- Handles communication with Casino management and Security on his/her shift.
- Forwards information as required to Casino management.
- Arrives early to receive briefing from outgoing shift.
- Assists Manager in preparing schedules.
- Assigns operator duties.
- Ensures all reports are complete and understandable.
- Recommends personnel for promotion and disciplinary actions.
- On the job training on casino operations, equipment and Surveillance activities.
- Ensures proper function of equipment.
- Briefs incoming shift as required.
- Maintains data files on criminal activity, players and procedural infractions.
- Maintains strict confidentiality.
- Completes other duties and special projects as required.

**Knowledge, Skills, and Abilities:**

- Strong verbal and written communication skills.
- Must maintain a professional appearance.
- Knowledge of methods of cheating games and other related activities.
- Broad knowledge of games and casino rules, procedures and administration.
- Familiarity with camera equipment and methods of operations and recording.
- Ability to perform assigned duties in highly interruptive conditions and constant time pressures.

- Must be able to handle a fast-paced environment.
- Licensed by the Tribal Gaming Commission.

**Education and Experience:**

- Minimum education of high school diploma or GED.
- Previous casino surveillance experience.

---

Employee's Signature

Date

---

Supervisor's Signature

Date