



POSITION DESCRIPTION

Bay Mills Resort & Casinos

POSITION:	Surveillance Monitor	LICENSED:	Yes
DEPARTMENT:	Surveillance Department	GRADE:	15 (\$13.50-20.25)
REPORTS TO:	Surveillance Supervisor	STATUS:	Non-Exempt

POSITION SUMMARY:

Under the supervision of the Surveillance Supervisor, the Surveillance Monitor is responsible for monitoring, reviewing and reporting all incidents within the Bay Mills Resort and Casinos and other designated areas in accordance with established rules, procedures and internal controls.

ESSENTIAL FUNCTIONS:

1. Provides exemplary customer service by “Exceeding Expectations One Opportunity at a Time”.
2. Becomes proficient in the use of technical equipment used to monitor and record the staff, patrons and facilities of the Bay Mills Resort and Casinos.
3. Participates and successfully passes all department trainings, including table games training, cage procedure training and all other training and workshops recommended by the Director of Security and Surveillance.
4. Documents and reports all issues, in accordance with department policy, procedure and internal controls.
5. Reviews, compiles, retains and copies selected spans of video for those authorized to view and/or receive such data.
6. Effectively communicates all Surveillance issues with the Surveillance Supervisor.
7. Adheres to the department standards of appearance.
8. Participates in all department meetings.
9. Becomes knowledgeable and proficient with the rules and regulations surrounding the work and conduct of staff of the Bay Mills Resort and Casinos.
10. In the course of general review, directs floor staff to areas of concern.
11. Receives requests for review and assistance from staff.
12. Provides helpful information to floor staff, based upon video review.
13. Assists with the task of investigative review and promptly provides that information to the Surveillance Supervisor.
14. Monitors the interior and exterior of property for potential hazards, threats or suspicious individuals and immediately directs staff to address them.
15. Identifies and reports excluded individuals within the property to the proper floor personnel.
16. Contacts emergency service personnel (police, fire, EMS) upon request or when video review warrants.
17. Models, demonstrates and supports a professional standard of appearance indicative of the position.
18. Maintains strict confidentiality of all information learned or known through work conducted within the Surveillance Department.
19. Responsible for learning and following daily policies and procedures for the Surveillance Department and Bay Mills Resort & Casinos.
20. Must attend all mandatory trainings designated by the Human Resources Department and/or Department Directing, including Title 31.

21. Performs and ensures compliance with the Bay Mills Gaming Commission Rules and Regulations.
22. Other duties may be assigned within the scope and complexity of this position's essential functions

PHYSICAL REQUIREMENTS:

While performing the duties of this job, the employee is regularly required to sit with occasional standing and walking. Occasionally the employee must bend, squat, crouch, kneel, balance, and push/pull. The employee must occasionally lift and/or move up to 35 pounds. The employee is regularly exposed to dust.

POSITION REQUIREMENTS:

1. Must have a high School Diploma or equivalent. .
2. Must have experience in Slot, Cage, Security, and /or Gaming (Tables/Cards) Departments.
3. Must be able to obtain a gaming license through the Bay Mills Gaming Commission and maintain eligibility throughout employment.
4. Must be able to work all shifts, weekends and holidays.
5. Must maintain strict confidentiality.
6. Must be able to use a computer, including Word, Excel, Outlook etc.
7. Must have excellent communication skills and be able to successfully fulfill the reporting requirements of the department required.
8. Must have excellent investigative skills.
9. Must possess a personable, customer service attitude along with organizational ability to handle multiple tasks simultaneously.
10. Must be able to attend and successfully complete all required training courses.
11. To perform this position successfully, an individual must be able to satisfactorily perform each function listed under the essential functions and physical demands categories of this position description.
12. Must have an excellent past work record, including attendance.

PREFERENCE: Preference will be given to those of Native American descent.

CLOSING DATE: OPEN UNTIL FILLED

APPLY TO: Send Resume and Application to:

Renae Wiczorek; HR Generalist
Bay Mills Human Resources Department
12124 W. Lakeshore Drive
Brimley, MI 49715
(906) 248-8521

rmcarrick@baymills.org
Subject: Surveillance Monitor

Applications can be found on the Bay Mills website at www.baymills.org under the employment section