

## **Twenty Nine Palms Gaming Commission Job Description**

**Job Title:** Surveillance Observer  
**Department:** Gaming Commission  
**Wage/Salary:** DOE  
**Reports To:** Surveillance Supervisor  
**FLSA Status:** Non-exempt  
**Prepared By:** Sharon Marshall  
**Prepared Date:** April 16, 2010  
**Approved/HR:** Theresa Mike  
**Approved/:** Joe Murillo  
**Approved Date:**

### **SUMMARY:**

The Surveillance Observer is responsible to observe and report incidents that might jeopardize the Tribal assets, safety of employees, patrons and the integrity of the games in the Casino.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provide outstanding customer service to guests and all other employees by exceeding our mission statement to be the premier entertainment experience in the Coachella Valley.
- Ensure compliance with Federal, State, Tribal, NIGC (Native Indian Gaming Commission), Gaming Commission Regulations policies and procedures, MICS (Minimum Internal Control Standards) and TICS (Tribal Internal Control Standards).
- Is responsible for video surveillance of activities throughout the Casino.
- Observe any illegal activities, violations of gaming regulatory procedures for the Casino.
- Observe and report safety violations of Casino employees and customers.
- Write incident reports of illegal activities, violations of gaming regulatory procedures set forth by the Gaming Commission and the National Indian Gaming Commission (NIGC).
- Communicate with management, security, gaming control board, legal court system and human resources.
- Must be capable of presenting a positive image of the Casino to its guests and vendors and to assist them as required.
- Must follow all safety policies and procedures and attend all scheduled safety meetings and training as a condition of employment.

- Perform any other duties that may be assigned from time to time.

### **SUPERVISORY RESPONSIBILITIES:**

This position has no supervisory responsibilities

### **EDUCATION AND EXPERIENCE:**

- High school diploma or equivalent
- Two (2) years related or gaming enforcement experience

### **CERTIFICATION, LICENSES AND ANY ADDITIONAL REQUIREMENTS:**

- Must pass pre-employment and periodic random drug screens
- Must be able to pass background suitability investigation
- Must obtain a Tribal Gaming License
- Must provide proof of eligibility to work in the United States within 72 hours of employment
- Ability to maintain a high level of confidentiality
- Ability to manually operate various closed circuit video equipment, changing recording material as necessary (per shift)
- Ability to maneuver and view action throughout entire Casino whenever patrol function is necessary
- Integrity and good work ethic required
- Able to work with little or no supervision
- Able to work overtime if required including weekends, evenings and early mornings
- Good understanding of the English language including spelling, grammar, and punctuation
- Strong verbal and written communication skills
- Shift rotation is required

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of the Job, the employee is regularly required to sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds.

### **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- The Casino is open 24 hours per day, seven (7) days per week; therefore, you must be flexible to work any and all shifts.
- The Casino is a gaming facility.
- The Casino is not a smoke-free environment.

### **INDIAN PREFERENCE ACT:**

The Twenty Nine Palms Band of Mission Indians has a resolution on file with Human Resources to ensure that Indian Preference will be adhered to in the following order in accordance with IPA:

1. Tribal Members
2. Other Native Americans
3. All other ethnic groups

**I have read and understand all of the elements of the above Surveillance Observer Job Description.**

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**Signature**

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**Date**