



TORTOISE ROCK  
CASINO



## Spotlight 29 Casino Job Description

**Job Title:** Dispatcher  
**Department:** Public Safety  
**Reports To:** Shift Supervisor  
**FLSA Status:** Non-exempt  
**Prepared By:** Sharon Marshall  
**Prepared Date:** June 18, 2015  
**Approved/HR:** Sharon Marshall  
**Approved By:** Tom Sedlock  
**Approved Date:**

### **SUMMARY:**

Under general supervision receive emergency and routine calls for service; give information to the public; dispatch manpower; maintain logs of radio traffic and call for service; maintain system for storage and retrieval of related records. Responsible for video Surveillance of activities throughout the parking lots and observes any illegal activities.

### **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: “We are here for the guest. Period”
- Receive and record incoming and outgoing calls on telephone and radio equipment.
- Operate and maintain telephone and radio equipment.
- Answer all incoming calls for service promptly in the prescribed manner and dispositions them accordingly.
- Dispatch manpower and equipment in emergencies and routine calls for service.
- Contact other departments or outside agencies as needed.
- Maintain and log secured keys, dispatch logs, visitor and pass logs.
- Carry out clerical duties as required to support departmental operations.
- Operate Axiom System and Surveillance System.
- Enforce Gaming License to be visual above waist at all times while on Casino property.

- Update and maintain Lost & Found property logs.
- Provide various other services as delegated or required in accordance with training and assignment.
- Ensure compliance with all Minimum Internal Control Standards (MICS) as well as all Tribal Internal Control Standards (TICS).
- Present 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 assignments that may be delegated.

### **SUPERVISORY RESPONSIBILITIES**

This job requires no supervisory responsibilities.

### **EDUCATION AND EXPERIENCE (MUST BE DOCUMENTED)**

- Must possess a High School Diploma or equivalent.
- Previous dispatching experience preferred.

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

- Must pass 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
- Able to uphold a high level of Confidentiality.
- Ability to manually operate closed circuit video equipment.
- Ability to maneuver & view action throughout Casino parking lots whenever patrol function is necessary.
- Able to effectively communicate with others both verbally and written.
- Able to work with little or no supervision.
- Ability to work at a fast paced environment.
- Ability to multi-task, prioritize calls and memorize specific beat/areas of the Casino property.

### **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 this job, the employee is required to sit for a long period of time. The employee is frequently required to stand; walk; use hands to finger, handle or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch or crawl. The employee must occasionally lift and or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, and peripheral vision.

**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.
- Be aware that surveillance cameras and audio equipment monitor the premises recording activity throughout the facility on a 24-hour, 7 – day per week basis.

**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 Dispatcher Job Description.**

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**Signature**

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**Date**