



TAOS PUEBLO JOB DESCRIPTION

JOB TITLE: Surveillance Operator
PAY GRADE: NE7
FLSA STATUS: Non-Exempt
DEPARTMENT: Gaming Commission
REPORTS TO: Surveillance Director

GENERAL PURPOSE:

Protects the assets of the Casino property, patrons and employees by utilizing surveillance equipment by observing, documenting and reporting any incidents.

This position description may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found or assigned to this position.

ESSENTIAL FUNCTIONS:

Answers calls or radio transmissions.

Monitor customer and employee activities at assigned locations.

Monitors dispatch computer; monitors title 31 activities.

Observe Gaming activities in the Casino and outlets with surveillance equipment.

Operate alarm, monitors and control systems.

Keep accurate records and logs.

Act as dispatcher for Security, Police, Fire, Rescue, etc.

Identify and recommend Standard Operating Procedure changes.

Practice excellent customer service skills at all times to include, but not limited to addressing customer and employee needs courteously and promptly.

Ensures all Surveillance equipment is functioning properly throughout their respective shift.

Operates and monitors Surveillance equipment.

Monitors and records all customer activity at video, table games and slot machines.

Monitors and records all other areas by video camera.



Monitors all alarm equipment in the Video Surveillance room.
Monitors cash handling.

Ensures that all video logs and reports are completed.

Documents and writes reports and supplies exporting or burning a video for investigation purposes.

Assists in any internal or external investigations conducted by the Tribal Gaming Officer or authorized Law Enforcement Agency.

Ensures all gaming irregularities are reported orally and in writing.

Adhere to all Tribal Personnel Policies and Procedures and Department Standard Operating Procedures.

Maintains a good communication with co-workers and maintains a positive and professional work environment.

Maintains daily activity log.

Attends additional trainings as required.

Performs other duties as assigned.

SUPERVISION EXERCISED:

N/A

MINIMUM QUALIFICATIONS:

High School Diploma or GED. One year experience in surveillance preferred. Electronics certificate preferred. Tiwa speaking preferred. Must be able to pass drug test and background check, with NO prior convictions of any felonies.

Taos Pueblo reserves the right to exercise preference in hiring for qualified Tribal members/Indians in connection with all positions.

KNOWLEDGE, SKILL AND ABILITY:

- Knowledge of operating a digital system within the surveillance environment.
- Knowledge of fraud detection.
- Knowledge of surveillance techniques.
- Knowledge of camera numbers and locations.



- Skill in operating business computers and office machines, including in a Windows environment, specifically Word, Excel, Access, and presentation software (such as PowerPoint).
- Ability to recognize banned patrons.
- Ability to learn and recognize cheating moves.
- Ability to operate surveillance equipment.
- Ability to communicate, read, and write clearly in basic English.
- Ability to solve practical problems and deal with a variety of concrete variables in situation where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- Ability to operate a two-way radio.
- Ability to learn all in house casino games.
- Ability to work in a stressful fast paced environment.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee regularly is required to sit; talk and hear; use hands to finger, handle, or feel; reach with hands and arms. The employee frequently is required to walk. The employee occasionally is required to stand; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 75 pounds.

WORK ENVIRONMENT

Work is generally performed in an office and Casino setting with exposure to second-hand smoke and a high noise level. Evening and/or weekend is required. Extended hours and irregular shifts may be required.

EMPLOYEE’S CERTIFICATION:

I acknowledge receipt of this job description and understand the job description is subject to change by Taos Pueblo as the needs of the employer and requirements of the position change.

Employee’s Signature

Date