

# **SAN PABLO LYTTON CASINO**

## **Job Description**

**Job Title:** Surveillance Lead Agent  
**Department:** Surveillance  
**Reports To:** Surv. Sup., Mgr., Dir.  
**FLSA Status:** Non-Exempt

**Prepared By:** Director of Security  
**Date Issued/Revised:** February, 2020  
**Approved By:** Michael Gorczynski, G.M.  
**Approved Date:**

### **SUMMARY**

The Surveillance Lead Agent will perform all the duties of a Surveillance Agent including observations, investigations, and reporting on all activities on, in, or around the property of the Casino. The Lead Agent will also take the responsibility of leadership for the shift assigned. This will include assisting other Agents, reviewing reports, acting as a liaison with other departments and outside agencies if needed.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following: In addition to the above, other duties may be assigned

Understands, monitors and documents policies and procedures as described in the System of Internal Controls, Tribal Internal Controls, Minimum Internal Controls, Title 31 manuals, and SOP of all Operation Departments.

Operation and any minor maintenance of all surveillance equipment as needed.

Ensures proper preparation and organization of surveillance video coverage as needed and approved.

Scans playing areas, restaurant, entrances, exits and outside areas for inappropriate behavior of guests and team members.

Reports all discrepancies to the appropriate persons via appropriate documentation.

Documents all reportable incidents as thoroughly as is possible by way of written correspondence and video downloads.

Continual learning and development of skills related to all aspects and operations of the casino.

Assist other agents in making sure that all reports, reviews, documentation, and other tasks are completed in an accurate, complete, and thorough manner.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. At least six months of prior casino surveillance experience is required.

### **LEADERSHIP RESPONSIBILITIES**

This position has leadership responsibilities for the assigned shift and the performance of the assigned duties.

### **SUPERVISORY RESPONSIBILITIES**

This position has no supervisory responsibilities

### **EDUCATION and/or EXPERIENCE**

Prior casino surveillance experience of at least six months is required

**LANGUAGE SKILLS**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence and complete all report documentation required for observations and investigations. Ability to effectively present information in one-on-one and small group situations.

**MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio and percent and interpret bar graphs.

**REASONING ABILITY**

Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to deal with problems involving multiple variables in unpredictable situations. Critical thinking and reasoning skills used for deductive and inductive investigations and/or problem solving.

**CERTIFICATES, LICENSES, REGISTRATION**

Must have valid California Driver License. Must be able to obtain a Lytton Tribal gaming license

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job. While performing the duties of this job, the team member is regularly required to sit and observe monitors for extended periods of time. The team member must occasionally lift and/or move more than 50 pounds.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those a team member encounters while performing the essential functions of this job:

Every precaution must be taken when plugging or unplugging, cleaning and/or repairing electrical or electronic equipment (video equipment). Should be able to adapt to a closed non-smoking environment, in close quarters with other surveillance team members, with a fast pace that often requires multi-tasking. Must also be able to psychologically handle the concepts of persons occupying an establishment for the purposes of gambling, drinking, eating and smoking for extended periods of time.