



Twenty Nine Palms Gaming Commission

Job Title: Surveillance Observer
Department: Gaming Commission
Job Type: Full Time
Status: Non-Exempt

Summary:

The Surveillance Observer is responsible to observe and report incidents that might jeopardize the Tribal assets, safety of team members, patrons and the integrity of the games in Spotlight29 and Tortoise Rock Casino. This is a position of high sensitivity and integrity. It is the Mission of the Tribe and All Gaming Operations to be the "Premier Entertainment Experience in the Coachella Valley and High Desert."

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- 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 and High Desert.
- Ensure compliance with Federal, State and Tribal – State Compact, Tribal, NIGC (National Indian Gaming Commission), Gaming Commission, Regulations, Policies and Procedures, MICS (Minimum Internal Control Standards) and TICS (Tribal Internal Control Standards).
- Responsible for video Surveillance of activities throughout Spotlight29 Casino and surrounding property.
- Observe and Report any illegal activities, violations of gaming regulatory procedures for all revenue generation areas and others throughout Spotlight 29 and Tortoise Rock Casino.
- Keep logs and other documents as required by departmental policy.
- Communicate and coordinate with Casino Directors, General Manager, Public Safety, Gaming Control Board, Human Resources, legal court systems and/or the Tribe on an as needed basis verbally or in writing.
- Know or have the ability to learn all table and video games in order to document, track, and report cheats and scams.
- Attend meetings when requested and be prepared to present reports.
- Follow all safety practices and procedures and attend all scheduled Safety meetings and TERC training meetings, and all other recommended training as a condition of employment.
- Present a positive image of the Casino to its guests and vendors and to assist them as required.
- 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

REQUIREMENTS:

- Two (2) years related or gaming enforcement experience.
- Must pass pre-employment and periodic random drug screens.
- Must be able to pass background suitability investigation.
- 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 various closed circuit video equipment, changing recording material as necessary
- Ability to maneuver and view action throughout entire Casino whenever patrol function is necessary
- Integrity and good work ethic required
- 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

WORK ENVIRONMENT:

- 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 24-hour, 7- day per week basis.