

REPORTS TO:

Manager

SCOPE OF POSITION:

The Security Shift Supervisor is responsible for overseeing the activities of the security shift which provides safety and protects all patrons, employees and company assets. Supervise programs and processes to reduce and control loss time injuries. Review staffing levels to maintain full coverage of posts. Delegate authority and assign responsibilities. Investigate incidents and/or customer complaints and compile data for accurate reporting.

DUTIES AND RESPONSIBILITIES:

The following are examples only and are not intended to be all inclusive or restrictive; other duties may be assigned as necessary.

- Assists in the supervision of Security Officers on assigned shift.
- Responsible for the proper execution of assigned duties.
- Trains new officers.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities including interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Maintains a professional departmental, company and community reputation.
- Maintains regular, consistent attendance record.
- Knowledgeable of and adhere to all rules and regulations, policies, and orders.
- Provides protection for the casino and all employees and guests of the casino.
- Provides overall protection of company assets.
- Guards all transfers of monies and chips on the casino floor as well as the physical transportation of hopper fills, chips fills, and credits.
- Interacts with guests and employees in a professional manner.
- Interacts with local law enforcement agencies as required.



Security Shift Supervisor POSITION DESCRIPTION

- May assist in operating the timekeeping system.
- Attends, and satisfactorily completes all required training as assigned and required.
- Performs other duties as assigned.

REQUIRED QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily.

- Must be at least 21 years of age.
- Has knowledge of local jurisdiction gaming laws (federal, state, etc) and attendant regulations as well as company internal controls, policies, and procedure.
- Must be able to deal with various levels of personality traits and maintain self-control.
- Must conduct oneself in a professional and efficient manner during interaction with people.
- Must have integrity and basic desire to protect and serve.
- Must prepare written statements and investigations in a logical and grammar correct manner.
- Must be able to work any shift including weekend, night and holidays; and/or work extended hours if required.
- Must be self-motivated and willing to work with others.
- Must possess a positive attitude.

SUPERVISORY RESPONSIBILITIES:

Supervises day-to-day activities; provides training, planning, assigning and directing work; appraise performance, rewarding, and disciplining employees; and addresses complaints and resolving problems.

EDUCATION AND EXPERIENCE:

Must have a high school diploma or GED.

Must have two to five years' experience as a security guard or law enforcement agent with a 2-year degree in a related field or equivalent work experience.



Security Shift Supervisor POSITION DESCRIPTION

MATHEMATICAL SKILLS:

Basic math skills: add, subtract, multiply, and divide.

LANGUAGE SKILLS:

Must speak, read, and write English. Must speak Spanish, any other languages a plus.

EMPLOYMENT AUTHORIZATION:

Must be able to provide authorization to work in the United States. Required to obtain and maintain a gaming license from the KTTT Gaming Commission. Responsible to keep all documents current and valid at all times. Kickapoo Tribe or other Tribal preference preferred.

Must be able to pass pre-hire drug screen and pass all random drug screens.

PHYSICAL & WORK ENVIRONMENTS:

The physical and work environments described here are representative of those that must be met and are encountered by an employee to successfully perform the essential functions of this job.

While performing the duties of this position, the employee is regularly required to stand, sit, walk, bend for extended periods; reach with hands and arms; talk and listen on a regular basis;

Ability to work for extended periods in an office under artificial fluorescent lighting with varying noise levels and in a smoke filled environment.

Must be able to perform under pressure, concentrate for a prolonged periods and able to work long hours under stressful conditions. Specific vision abilities include the ability to adjust vision.

The employee may be exposed to the risks associated in attempting to resolve issues with difficult guests and extremely irate staff members.