



## **JOB DESCRIPTION**

**Posted: March 16, 2018    Deadline: April 30, 2018**

**POSITION:**                      **Security Supervisor**

**DEPARTMENT:**                **Security**

**SUPERVISOR:**                 **Security Manager**

**LOCATION:**                      **Resort**

**EMPLOYMENT:**                **Full-Time/Part-Time**

**PAY RATE:**                    **Pay Grade 9 (\$11.00 - \$14.59 per hour D.O.E.)**

### **DESCRIPTION:**

The primary role of Security Supervisor is to provide a physical presence within and throughout the Resort. Security personnel act to ensure the protection, safety, and well being of the property, associates and guests in a consistent manner. Security personnel will observe and monitor all procedures, safe guard all money transactions, as assigned, provide customer service and employee assistance, ensure compliance, with all established policies and observe and report any and all unusual activity.

### **RESPONSIBILITIES:**

- Provide excellent Guest Service to guests, internal and external through active guest engagement and positive attitude.
- Maintain a close and continuous communication with Casino Shift Manager
- Assist in transfer of money to and from various Casino departments.
- Initiate counseling and/or disciplinary actions regarding Security Officer.
- Responsible for proper number of Security Officers on duty on assigned shift.

- Review all paperwork pertaining to Security Officers and approve leave requests if appropriate.
- Review Security Guard incident reports and forward copies to appropriate departments.
- Keep accurate and neat reports.
- Maintain the Security Log in an accurate and neat manner.
- Use professional telephone communication with all persons/ businesses.
- Use professional and courteous manner in two-way radio communications.
- Provide patrons with information regarding Casino games, activities, promotions, exits, bathrooms, etc., in a polite and courteous manner.
- Require presence when any customer or employee is being removed from the Resort at Managements request.
- Must maintain confidentiality of Security/ Company information.
- Due to the dynamic Casino Environment from time to time, we require employees to be flexible and assume other responsibilities assigned by management.

### **MINIMUM QUALIFICATIONS:**

- Prior security/supervisory experience.
- Sensitivity to Native American Culture
- Must have High School Diploma or G.E.D.
- Must be trained in emergency first aid and CPR.
- Must successfully pass criminal background check and pre- employment drug test.
- Must be available to work all shifts.
- Must maintain a valid Driver's license.
- Must pass background checks and other pre-employment screenings.

*The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position*

### **OUR MISSION**

Our Mission is to provide an exceptional and memorable experience to every Guest, every time. Each Team Member will demonstrate a high level of professionalism, provide a safe, clean and entertaining experience for all Guests, internal and external.

Integrity, Service, Professionalism, Value. This is our **PROMISE**.

**Date Approved by the Public Enterprise Finance Commission (PEFC): 02/21/2017**

**Northern Waters Casino Resort**

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