



**Hollywood Park Casino**  
**Job Description**  
**SECURITY DISPATCHER**

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**Job Code:** SD07 **Title:** Security Dispatcher

**Department:** Security Department **Reports To:** Security Sergeant

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**Position Summary:**

Provide a safe and comfortable environment for all patrons and employees. Monitors assigned areas to guard against security threats including but not limited to fire, theft, vandalism, personal injury, and to ensure a proper and safe gaming environment. Ensures that facilities are secure and that security systems are operations. Observes and reports and/or resolves any unusual conditions or activities. Provide assistance to visitors by professionally responding to questions and problems. Performs all duties assigned in accordance with all applicable legal regulations and requirements, presenting oneself as an asset to the Hollywood Park Casino and encouraging others to do the same.

**Exemplary Duties/Responsibilities:**

- Provide first class 5-star customer service to all guests and employees.
- Maintain a professional and well-groomed appearance at all times
- Communicate effectively with all guests and employees, and follows through on written or verbal instructions.
- Assist in enforcing all local, state, and federal laws and regulations.
- Prevent minors and intoxicated persons from entering the gaming floors and other unauthorized areas of the facility.
- Inform your supervisor immediately of all suspicious persons or activities that could be harmful to the casino and/or operations.
- Greet, direct and respond to patrons in a friendly and professional manner.
- Monitor casino floor to ensure a safe, comfortable, and proper gaming experience.
- Escort money transfers and conduct box pull.
- Preserve order among patrons and staff.
- Utilize only non-offensive physical techniques, when appropriate.  
Must be able to effectively defuse violent/volatile situations and never use language or body language that could incite a physical confrontation.
- Work effectively and efficiently with all other Hollywood Park Casino employees.
- Ensure security of vehicles on property.
- Operate all equipment in a safe manner.
- Remain alert and accurately document observations.
- Properly use radio equipment, following proper radio procedures.

- Adhere to company policies, at all times.
- Performs other duties as assigned by Security supervisors and upper management.
- Ensure all rules, internal controls, policies and procedures are adhered to.
- Report and address safety concerns immediately.
- Attendance and punctuality are essential job functions of this position.
- Strictly adhere to and enforce all HPC timekeeping rules and procedures.
- Adhere to and enforce all department, Human Resources and Safety policies and procedures.
- Adhere to and enforce all applicable federal, state and local laws and regulations.
- Understand and enforce the Bank Secrecy Act.
- Effectively use Surveillance Systems to monitor the Casino Floor and Property
- Ensure all posts are rotated and all breaks are given to Security Employees.
- Communicate with guest entering the Security Dispatch to ensure their needs are met.
- Control radio distribution to Casino Employees and tend to the lost and found to ensure it is accounted for.

### **Qualifications, Experience, Education:**

- Must be 21 years of age or older to apply.
- Must be able to pass a background check and obtain a casino work permit before entering this position.
- Must have employment eligibility in the U.S.
- Must have high school diploma/GED equivalent or work experience/background in a security related field.
- A minimum of two (2) years of work experience in law enforcement, casino security, corporate/private security or related area.
- Must possess a valid driver license and a clean DMV record.
- Have a valid California Security Guard Card
- Must possess a high regard for customer service and Team Member relations.
- Proficiency written and verbal communication.
- Ability to receive and carry out directives immediately.
- Must have a thorough understanding of and ability to demonstrate excellent customer service.
- Ability to adapt well to the casino environment that involves large numbers of people as well as loud and continuous high noise levels.
- Demonstrates Flexibility – able to change schedule or locations within the casino as required to meet the needs of the departments
- Must be able to work any shift and any day of the week, including weekends, holidays, and special events.
- Ability to establish and maintain effective working relationships with employees and guests and demonstrate adequate verbal communication skills.
- Ability to work under pressure and be detail oriented.
- Duties for this position require moderate physical exertion, such as sitting/walking at will, standing/sitting for long periods, lifting/carrying objects weighing up to 50 lbs., pushing/pulling objects, crouching/kneeling, bending, reaching, kneeling, twisting, close vision, color/depth perception, hearing sounds/communication, and handling/grasping/fingering equipment. Safety precautions must be used at all times to

avoid injury to oneself and others.  
Ability to stand and walk for more than 8 hours

**Physical Requirements:**

- Ability to stand for at least 7 hours during an 8-hour shift.
- Ability to accurately recall specific events.
- Ability to assist security officers in detentions of unruly, intoxicated or otherwise disorderly patrons only if necessary.
- Must be able to sit, bend, twist, run and move freely through crowded areas.
- Ability to drive a light weight motor vehicle.
- Ability to lift up to 50 pounds, due to box change.
- Must be able to speak in a clear and understandable manner.
- Must have average hearing, vision and smell to identify problems that may be a threat to the establishment.
- Ability to assist patrons to evacuate the premise in the event of a catastrophe.

The above statements are intended to describe the general nature, level of work, and skills being performed by people assigned to this classification. All employees may be required to perform duties outside of their normal responsibilities from time to time, as needed. Furthermore, the above statements may be reviewed, changed and/or modified by management at any time, with or without notice to employees.

**Acknowledgement:**

I have read, understand, and will abide by the above Job Description. I am capable of fulfilling all of the essential duties and do not need an accommodation.

Print Full Name: \_\_\_\_\_ Employee ID: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_