



## JOB DESCRIPTION

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| TITLE OF POSITION: Surveillance Operator | DEPARTMENT: Surveillance |
| REPORTS TO: Surveillance Lead/Manager    | DATE: January 2017       |

### POSITION SUMMARY:

Provide a safe environment for all patrons and employees by using surveillance system to observe and deter potential problems and illegal activities along with providing assistance to all operations of the casino. Monitor closed circuit video system, observe and record activities of games, cashier cage, vault, count room, and other areas to identify cheating, stealing, embezzlement or other potential procedural violations or problems. Prepare reports and maintain proper files of all incidents or unusual occurrences. Maintain a high level of security and confidentiality. 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.

### MAJOR DUTIES AND RESPONSIBILITIES:

- Interface and provide first-class 5-star level customer service to all guests and employees.
- Ensure the customer service provided always exceeds the criteria set by the Hollywood Park Casino Company, Inc. Code of Professionalism.
- Maintain a professional and well-groomed appearance at all times.
- Communicate effectivity with all guest and employees and follow through on written or verbal instructions.
- Operate and use all required equipment in a professional and safe manner.
- Assist in the review of video stream (Recording Server and/or NVR) for gaming discrepancies or other unusual incidents.
- Monitor the gaming floor illegal activities or procedural violations, and activities that are detrimental to the operation of the casino.
- Monitor proprietary alarm systems and take appropriate action in the event of an alarm; call 911 dispatcher in an emergency situation that requires police, medical, or fire department assistance.
- Submit a Daily Activity Report (DAR), daily.
- Maintain a daily visitor log in the Control Room.



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- Immediately report equipment malfunctions and problems to the Supervisor.
- Monitor video system to identify problems and potentially dangerous situations and observe and make sure company policy is being adhered to.
- Report all in-house policy violations as well as violations of the minimum control standards to the Surveillance Lead/Manager, Director of Surveillance, and/or Compliance Officer.
- Attendance and punctuality are essential job functions.
- Adhere to all department and safety policies and procedures.
- Strictly adhere to all HPC timekeeping rules and procedures.
- Adhere to all applicable federal, state and local laws and regulations.
- Other duties as assigned.

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

- Must be 21 years of age or older to apply
- Must be able to pass a background check and obtain a valid work permit before entering this position.
- Must have employment eligibility in the U.S.
- High school degree, or its equivalent, required.
- Previous employment in Law Enforcement, Casino/Retail Surveillance, or Casino/Corporate Security, preferred.
- Possesses strong organizational skills and ability to prioritize tasks and situations in the order of importance and required attention.
- Demonstrate basic computer skills and experience in operating a PTZ camera system
- Demonstrate problem solving skills and report writing skills.
- Ability to learn and comprehend all department and casino procedures as well as the ability to use common sense and understanding when applying policies to duties.
- Dependable and able to work all shifts as dictated by Company need.
- Duties for this position require moderate physical exertion, such as sitting/walking at well, standing/sitting for long periods, lifting/carrying objects weighting up to 30 lbs., pushing/pulling objects, crouching/kneeling, bending, reaching, close vision, color/depth perception, hearing sounds/communication, and handing/grasping/fingering equipment. Safety precautions must be used at all times to avoid injury to oneself and others.



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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: \_\_\_\_\_