



JOB DESCRIPTION

TITLE OF POSITION:	Surveillance Operator	DEPARTMENT:	Surveillance
REPORTS TO:	Surveillance Supervisor /Manager	DATE:	March 2023
Pay Rate/Range:	\$17.00 to \$19.00	Pay Type:	Hourly

POSITION SUMMARY:

The Surveillance Operator monitors the interior and exterior of the entire property to provide a safe environment for all patrons and employees by using a closed-circuit video system to observe and prevent potential problems and illegal activities along with providing assistance to all operations of the casino. Surveillance Operators are also responsible for monitoring and recording all activity occurring on the gaming floor, the cashier's cage, vault, count room and other areas of the property to identify cheating, stealing, embezzlement, suspicious activity or any other potential procedural violations or problems. Surveillance Operators report any unusual occurrences including activity that may violate company policy and or gaming laws to their supervisor in written and verbal reports, maintaining a high level of confidentiality.

MAJOR DUTIES AND RESPONSIBILITIES:

- Monitor the entirety of the casino establishment for illegal activities, procedural violations, and activities that are detrimental to the operation of the casino.
- Protect company assets by observing the activities of employees and customers via surveillance cameras.
- Review surveillance video coverage and assist casino operations on any patron and or internal control discrepancies/disputes.
- Knowledgeable in all games offered by Hollywood Park Casino.
- Document incidents, observations, and all phone call activities in the Daily Shift Report.
- Conduct and review video surveillance on incident investigations by analyzing and reporting the findings to management staff as directed.



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- Work with Security, Human Resource & Compliance Personnel during investigations of incidents, accidents, and work-related injuries to determine, identify and obtain video evidence.
- Complete incident reports along with exporting footage in a timely manner.
- Report all in-house policy violations as well as violations of the minimum control standards to the Surveillance Supervisor/Manager.
- Immediately report equipment malfunctions and problems to the Surveillance Supervisor/Manager.
- Maintain a professional and well-groomed appearance always adhering to the department uniform.
- Keep work areas clean and free of safety hazards, debris, and litter.
- 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.
- Must be able to work any shift including weekends, holidays and overtime when necessary.
- Perform other job related and compatible 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.
- Possesses strong written, verbal, and organizational skills with the ability to prioritize tasks and situations in the order of importance and required attention.
- Excellent observation skills.
- Demonstrate basic computer skills and experience in operating a PTZ camera system.
- 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 including weekends and holidays as dictated by Company need.



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- Previous Third-Party Provider of Proposition Player Services (TPPPS, Banker), Casino/Retail Surveillance, and or Casino/Corporate Security experience is preferred.
- Duties for this position require moderate physical exertion, such as sitting for long periods, monitoring CCTV and being in front of a computer screen for an entire shift using close vision, color/depth perception, hearing sounds and communicating with other Departments via phone and email. Safety precautions must be always used to avoid injury to oneself and others.