



**Hollywood Park Casino  
Job Description  
SECURITY SERGEANT**

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**Job Code:** SD03

**Title:** Security Sergeant

**Department:** Security Department

**Reports To:** Director and Security Captain

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**Job Summary:**

Monitor and coordinate the security operations to maintain a secure and safe premise. Accurately and objectively report and document incidents and unusual activities during assigned shift. 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 follow through on written or verbal instructions.
- Assist in enforcing all local, state and federal laws and regulations.
- Monitor and coordinate all security activities during assigned shift.
- Assist upper management with investigations.
- Prepare and complete all necessary documentation for incidents.
- Prevent minors and intoxicated persons from entering the premises.
- 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.
- Monitor casino floor to ensure a safe, comfortable, and proper gaming experience.
- Remain alert and accurately document observations.
- Operate all equipment in a safe manner.
- Inform the Security Manager and/or Casino Shift Manager of suspicious persons or activities that could be harmful to Hollywood Park Casino.
- Report all security related actions to Surveillance.
- Assist in the training and evaluation process of Security Officers.
- Initiate, monitor and complete box pull, following proper procedures.
- Assist in the control of emergency situations and ensure notification procedures are implemented.

- Available to work additional shifts, weekends, holidays based on Company need.
- Other duties as assigned.
- 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.

### **Qualifications:**

- Must be 21 years of age or older to apply.
- Must be able to pass a background check and obtain a work permit before entering this position.
- Must have employment eligibility in the U.S
- Capable of passing Red Cross basic first aid certification course.
- High school graduate/GED equivalent and/or background in security related field.
- Previous employment in law enforcement, casino security, corporate/private security or related area.
- Possess physical and social skills to adapt to the demands of this position.
- Must possess valid driver license and clean DMV record.
- 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.

### **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 lightweight motor vehicle.
- Ability to lift up to 45 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 premises in the event of a catastrophe.