

APPLY IN PERSON AT:
Human Resource Department
909 Packerland
Green Bay, WI 54303



A good mind. A good heart. A strong fire.

OR MAIL TO:
Human Resource Department
P.O. Box 365
Oneida, WI 54155-0365
Phone: (920) 496-7900
Fax: (920) 496-7490

APPLY ONLINE AT:
<http://oneida-nsn.gov>

POSITION TITLE: Surveillance Officer
POSITION NUMBER: 00668
DEPARTMENT: Surveillance
LOCATION: 2100 Airport Rd Green Bay WI
DIVISION: Non-Divisional
RESPONSIBLE TO: Surveillance Supervisor
SALARY: NE05 \$14.01/Hr (NEGOTIABLE DEPENDING ON EDUCATION & EXPERIENCE)
(Employees will receive 5% below the negotiated pay rate during their probationary status.)
CLASSIFICATION: Non-Exempt
POSTING DATE: January 24, 2019
TRANSFER DATE: January 31, 2019
CLOSING DATE: Until Filled
Proposed Start Date: As Soon As Possible

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

The Oneida Nation does not discriminate on the basis of race, color, national origin, sex, religion, age or disability status in employment or the provision of services. However, individuals of Indian ancestry and Veterans will be given preference by law in initial employment or re-employment.

POSITION SUMMARY

Observe and report regulatory incidents to provide for the regulation, operation, and compliance of gaming activities; ensure reasonable protection over the assets of Oneida tribal property, patrons, vendors and employees. Continuation of this position is contingent upon funding allocations.

DUTIES AND RESPONSIBILITIES:

1. Monitor and observe gaming and non-gaming customer, vendor/employee activities and areas at assigned locations.
2. Use computers and systems to write reports and categorize information, monitor and address door, panic, and alarms.
3. Act as dispatcher for Security, Police, Fire, Rescue, etc.
4. Identify process and control deficiencies, recommend Standard Operating Procedure changes within Surveillance and other Gaming Departments.
5. Practice excellent customer service skills at all times to include, but not limited to addressing customer, vendor and employee needs courteously and promptly.
6. Operate and monitor Surveillance equipment to ensure proper function; report issues/concerns to appropriate individuals.
7. Monitor and record all gaming activity and areas required by standards, regulations and/or laws.
8. Recognize fraud and game cheating; Use relevant information and individual judgment to determine whether events or processes comply with laws, regulations and/or standards.
9. Assist with internal/external investigations.
10. Monitor and report gaming irregularities accurately, maintain accurate video records, logs and reports as required.
11. Recognize and report banned patrons and child abuse/neglect issues to the appropriate authorities.
12. Maintain good communication with co-workers, a positive and professional work environment, and contribute to a team effort to accomplish related results, as required.
13. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
14. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
15. The above duties and responsibilities are not an all-inclusive list but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the supervisor.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

1. Frequently sit; use hands/arms. Occasionally stand, stoop, kneel, crouch, and lift and/or move up to twenty-five (25) pounds.

JOB DESCRIPTION
Surveillance Officer
Page 2

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT (Cont.):

2. Exposure to second-hand smoke and a high noise level at times.
3. Evening and/or weekend hours are required. Extended hours and irregular shifts may be required.
4. Work environment requires excellent personal hygiene due to working in close proximity to others and in an enclosed area.
5. Excellent vision with or without corrective lenses.
6. Ability to stay awake and be alert during work hours.
7. A Tuberculosis (TB) Screening and/or TB Skin Test are required within thirty (30) days of employment and annually thereafter as required.

STANDARD QUALIFICATIONS:

1. Skill in operating business computers and office machines, including in a Windows environment, specifically MS Word.
2. Skill in using clear communication verbally or in writing in basic English.
3. Skill in using relevant information and judgment to determine whether events or processes comply with standards, regulations and laws.
4. Ability to see details at close range and from a distance.
5. Ability to operate a two-way radio.
6. Must be able to identify/recognize names and numbers on a badge.
7. Must always demonstrate outstanding customer service skills.
8. Must interpret a variety of instructions furnished in writing, verbally, diagram or schedule form.
9. Must learn how to pull up and retrieve multiple camera numbers and locations efficiently.
10. Must learn all Class II and Class III in house casino games.
11. Must work in a stressful fast paced environment.
12. Ability to maintain emotional stability in stressful situations.
13. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
14. Oneida Certification on reporting Child Abuse and Neglect is required within ninety (90) days of employment.
15. Must be willing and able to obtain additional education and training.
16. Must pass a pre-employment drug screening. Must adhere to the Nation's Drug and Alcohol-Free Workplace Policy during employment.
17. Must pass a background security check with the Oneida Nation in order to meet the Employment Eligibility Requirements, Tribal/State Compact and/or Oneida Nation Gaming Ordinance as they pertain to the position. A temporary license or Gaming License issued by the Oneida Gaming Commission is required as a condition of employment and continuing employment within the Oneida Nation's Gaming Division.

PREFERRED QUALIFICATIONS:

Applicants please clearly state on the application/resume if you meet these qualifications.

1. Two (2) years of experience in Law Enforcement/Criminal Justice, Police Science, Table Games, Slot Technician, Cage, Vault or related field.
2. Experience using audio/video monitoring equipment; keyboards and controllers.
3. Experience working with surveillance software application(s).
4. Knowledge of Federal Regulations and internal controls regarding Title 31 (Bank Secrecy Act).

MINIMUM QUALIFICATIONS:

Applicants please clearly state how you meet these qualifications on the application/resume.

1. **Must be an enrolled member of the Oneida Nation.**
2. High School Diploma, HSED Diploma or GED Certification; applicants age fifty (50) and older are exempt from this requirement.
3. Spelling, Math and Report Writing Skills testing. **(Must pass tests administered by the Human Resources Department.)**

ITEMS TO BE SUBMITTED:

1. **Must provide a copy of diploma, license, degree or certification upon employment.**