

APPLY IN PERSON AT:

Human Resources Department
909 Packerland Drive
Green Bay, WI 54303



ONEIDA

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

OR MAIL TO:

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

APPLY ONLINE AT:

<http://oneida-nsn.gov>

FIRST POSTING OPEN TO ENROLLED ONEIDA MEMBERS ONLY

POSITION TITLE: Surveillance Supervisor
POSITION NUMBER: 00336
DEPARTMENT: Surveillance
LOCATION: 2100 Airport Rd Green Bay WI
DIVISION: Non-Divisional
RESPONSIBLE TO: Surveillance Director
SALARY: NE10 \$22.56/Hr (NEGOTIABLE DEPENDING ON EDUCATION & EXPERIENCE)
(Employees will receive 5% below the negotiated pay rate during their probationary status.)
CLASSIFICATION: Non-Exempt
POSTING DATE: April 11, 2019
CLOSING DATE: April 18, 2019
Transfer Deadline: April 18, 2019
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

This is a working supervisory position responsible for the hiring, supervision, mentoring/coaching, training, motivation and evaluation of assigned staff, as well as filling in as a Surveillance Officer as needed. This position is also responsible for observing, monitoring and recording activities occurring within the Gaming Division as well as completing required reports and forms reporting any violations or unusual activity. Continuation of this position is contingent upon funding allocations.

DUTIES AND RESPONSIBILITIES:

1. Develop and approve staff schedules to accommodate 24/7 operation coverage.
 - a. Fill in as a Surveillance Officer as needed for staff shortages.
 - b. Review, approve or deny employee time off requests ensuring business needs are met.
2. Improve staff effectiveness by training, mentoring/coaching and providing corrective action for employees as needed.
 - a. Appraise staff's assigned job tasks and results in a timely manner.
 - b. Ensure all employees are complying with regulations, ordinance, MICS, gaming compact, policies and procedures.
 - c. Contribute to a team effort by recognizing employees for their contributions to assigned department goals.
3. Ensure all Surveillance paperwork is accurate and complete. This includes log sheets, tape logs and evidence chain of custody reports.
 - a. Provide information and reports, oversee proper documentation is filed (film, statements, reports, etc.) including all serious incidents, medical emergencies, thefts and cheats.
 - b. Prepare productivity reports, observations reports, trouble reports, and investigation summaries.
 - c. Ensure all employees are complying with regulations, ordinance, MICS, gaming compact, policies and procedures.
 - d. Document, in writing, all violations of the Oneida Gaming Ordinance, State Compact, Tribal Policies, Procedures and Department Standard Operating Procedure as it pertains to Casino operations.
 - e. Identify, define and initiate Internal Investigations.
4. Ensure all Surveillance equipment is functioning properly throughout their respective shift.
 - a. Verify/conduct daily camera checks and alarms as needed or required.
 - b. Initiate and approve appropriately prioritized work orders.
5. Develop cooperative working relationships with all departments within the Gaming Division.
 - a. Establish productive working relationships with Surveillance Technicians.
 - b. Address and provide solutions to problems with Surveillance equipment.
6. Attend meetings, training sessions or seminars to remain current in Surveillance technologies, and best practices.
7. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
8. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.

JOB DESCRIPTION
Surveillance Supervisor
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DUTIES AND RESPONSIBILITIES: (Cont.)

9. 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. Must have corrected 20/20 eye vision.
2. Must be able to sit for long periods of time and use hands for keyboard and camera operations.
3. Work is generally performed in an office within a casino with exposure to second-hand smoke and a high noise level.
4. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.
5. Work scheduled hours based on need, to include one eight (8) hour shift a weekend. Relieve Surveillance officers as needed/required.
6. A Tuberculosis (TB) Screening and/or TB Skin Test is required within thirty (30) days of employment and annually thereafter as required.

STANDARD QUALIFICATIONS:

1. Knowledge of operation of surveillance equipment.
2. Skill in operating business computers and office machines, including in a Windows environment, specifically Word, Excel, Access, and presentation software (such as PowerPoint).
3. Ability to write reports, business correspondence and procedure manuals.
4. Ability to effectively present information and respond to questions.
5. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
6. Ability to communicate effectively in the English language, both verbally and in writing with staff and the public.
7. Ability to work in a stressful fast paced environment.
8. Must have knowledge of evaluating and interpreting all player evaluations, count logs, bet logs and strategies.
9. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
10. Must be willing and able to obtain additional education and training.
11. Must pass a pre-employment drug screening. Must adhere to the Nation's Drug and Alcohol-Free Workplace Policy during employment.
12. Must pass a background security check with the Oneida Nation 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.
13. A valid, non-probationary driver's license or occupational driver's license, reliable transportation, and insurance are required. Must obtain a Wisconsin non-probationary driver's license or occupational driver's license within thirty (30) days of employment if applicant has an out-of-state driver's license. Must be authorized as eligible to operate a Personal and Tribal vehicle under the Oneida Nation's Vehicle Driver Certification and Fleet Management Policy prior to actual start date. Must maintain driver's eligibility as a condition of employment.

PREFERRED QUALIFICATIONS:

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

1. Knowledge of investigative procedures and techniques.
2. Knowledge of Gaming Policies and Procedures.
3. Knowledge and understanding of all aspects of a digital system utilized in a surveillance environment.
4. Knowledge of all in house casino games.
5. Knowledge of fraud detection.

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. Must be eighteen (18) years of age or older.
3. Associates degree in Criminal Justice, Business Management, Supervisory Management or related field; two (2) years of experience in a surveillance capacity; one (1) year in a supervisory experience; an equivalent combination of experience and education may be considered.

ITEMS TO BE SUBMITTED: Must provide a copy of diploma, license, degree or certification upon employment.