

**JOB TITLE:** Director of Surveillance  
**DEPARTMENT:** Surveillance  
**REPORTS TO:** Assistant GM/Casino Manager  
**FLSA STATUS:** Exempt

**SUMMARY:** The Director of Surveillance is responsible for all surveillance including cameras and other equipment in the casino, hotel, restaurants and entertainment complex. Responsible for protecting the integrity of company assets, and helping to ensure the safety of guests and employees.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** Coordinate activities of all staff; Selects and hires new employees; Trains staff for Surveillance and Supervisor duties; Evaluates performance of all employees; Recommends promotions; Handles all employee disciplinary actions per company policy; Coordinates scheduling for normal and special circumstances; Ensures that Supervisors and staff understand and follow company policies; Recommends improvements in procedure; Reports suspicious activity when observed; Notifies senior management of actions taken in cases of cheating, theft, or embezzlement; Create and maintain working rapport with Director of Security; Direct special observations as requested by Casino management, Security or other department heads; Consults with Casino management regarding gaming violations; Create and maintain liaison with Mississippi Gaming commission; Create and maintain files of Surveillance activities and data; Ensure proper functioning of all surveillance equipment.

**SUPERVISORY RESPONSIBILITY:** Responsible for Shift Supervisors, and Surveillance observers.

**QUALIFICATIONS:** Must have the ability to obtain a Work Permit issued by the Mississippi Gaming Commission; Knowledge of principles and processes for providing customer service; To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required -

**EDUCATION AND EXPERIENCE:** High school diploma or equivalent; 5 to 10 years experience in surveillance in a casino with at least 3 of those years as Director

**LANGUAGE AND SKILLS:** Ability to read, analyze and interpret common documentation – Ability to respond to common inquiries or complaints from employees, regulatory agencies or members of the staff – Ability to write and present information to management in a reasonable manner

**MATHEMATICAL SKILLS:** Ability to perform normal mathematical computations in regard to the implementation of current duties.

**REASONING ABILITY:** Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of instructions and deal with several variables

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job – Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions - While performing the duties of this job, the employee frequently sits and talks – The employee is frequently required to stand, walk and reach with arms and hands, bend, kneel, climb, crawl in small spaces and must have the ability to lift at least 50 pounds.

**WORK ENVIRONMENT:** The work environment consists of very demanding surroundings with a low noise level.