

The SHOSHONE-BANNOCK TRIBES

FORT HALL INDIAN RESERVATION

P.O. Box 306

Fort Hall, ID 83203



HUMAN RESOURCE DEPARTMENT

Phone: (208) 478-3856/(208) 478-3857

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JOB ANNOUNCEMENT

TITLE: SURVEILLANCE MANAGER

DEPARTMENT: GAMING COMMISSION

SALARY: \$31.40 G15/ S1-3

OPENS: January 22, 2024

CLOSES: February 2, 2024

CAREER STATUS: **EXEMPT** – Conditional upon successful 90-day probationary evaluation and annual budget appropriations. ALL MANAGEMENT BAND POSITIONS ARE SALARIED AND EXEMPT FROM OVERTIME COMPENSATION.

Attach ALL supporting documents, including: Tribal enrollment, honorable discharge, educational attainment, professional certification, license, and other relevant documents to verify eligibility for job qualifications and preference. INCOMPLETE APPLICATIONS MAY BE SCREENED OUT.

GENERAL PURPOSE:

The incumbent is responsible for managing the SBTC surveillance activities to ensure that operations are conducted in accordance with Tribal Gaming Commission Regulations including but not limited to: Federal Minimum Internal Control Standards, Tribal Internal Control Standards, and Standard Operating Procedures. Will monitor guest activity and report suspicious activities. This position will ensure that all potential violations are reported. The incumbent will direct/supervise Surveillance Staff and coordinate all aspects of personnel training and performance. Shall be responsible for scheduling and providing required and requested complete coverage of the facilities at all times.

SUPERVISION:

This Position is an exempt position and is supervised and evaluated by the Director of Compliance of the Shoshone-Bannock Gaming Commission.

DUTIES AND RESPONSIBILITIES:

Assumes management responsibility for day-to-day operations of the surveillance department.

Develops, implements and maintains a reporting and monitoring systems to accomplish objectives, maintains control of accesses, and meet all regulatory compliance requirements.

SURVEILLANCE MANAGER

Approved 1/22/24 DA3296

Shall assist in preparation of the surveillance operating budgets, monitor budgetary compliance and act on budget variance items. All purchases and budget related items are under the discretion and approval of the Tribal Gaming Commission, and Gaming Commission Executive Director, or assigned to the Director of Compliance.

Responsible for hiring, training, motivating, evaluating, training, and managing staff to ensure that employees receive adequate guidance and resources to accomplish established objectives.

Ensures appropriate staffing levels at all times in the surveillance department, filling in when necessary.

Will inspect properties quarterly (or as necessary) and identify potential safety or security hazards, and providing reports to the Director of Compliance.

Held accountable, to a high degree, for the accuracy and thoroughness of department reports and records.

Researches, evaluates and tests latest technology in surveillance to develop most appropriate system to achieve security, effectiveness and cost efficiency objectives.

Formulates operating policies and procedures for responsible departments. Coordinates and interfaces with gaming regulators for company audits and other regulatory issues.

Establishes policies and procedures and training for all surveillance team members pertaining to emergency and safety procedures, as well as day to day duties and responsibilities of the surveillance team.

Ensures that the department properly observes and reports all known gaming violations and/or thefts of the property.

Maintains video surveillance of the entire casino: maintains and controls surplus and spare parts for surveillance equipment and ensures proper functioning of all surveillance equipment, coordinating outside repairs and maintenance as necessary.

Maintains the highest level of communication with the Director of Compliance.

Ensures video recording of gaming and security related incidents within the realm of monitor room video recording and surveillance capabilities.

Establishes and maintains department objectives, standards, and guidelines to achieve proper management of department.

Communicates and develops good working relationships with the Gaming Commission to stay abreast of current issues or concerns and required regulations and practices.

Attend and participate in management as well as staff meetings, completing follow-up as needed.

Must be knowledgeable of all related rules, regulations, laws and standard operating procedures as it pertains to Surveillance and all Gaming Operation Departments.

Performance Standards and Evaluation Factors

Must be able to be subject to call in at unusual hours.

Must be able to work variable shifts.

Ability to set goals, develop strategies, and schedules for meeting goals and to anticipate obstacles and alternative strategies.

Must have the physical ability to move about the casino and exterior grounds on a daily basis.

Working knowledge of the Gaming Operations.

Must develop intricate knowledge and ability to interpret, explain and apply the following:

- Federal Minimum Internal Controls (MICS) -National Indian Gaming Commission
- Tribal Internal Controls (TICS) - Shoshone-Bannock Tribes
- State of Idaho Compact for Class III Gaming
- Shoshone-Bannock Tribes Gaming Code
- Shoshone-Bannock Tribes Gaming Commission Agency Regulations (100 - 1200)
- All Operational Departments Policies and Procedures
- All Operational Departments Standard Operating Procedures
- Bank Secrecy Act (BSA) and Title 31
- Indian Gaming
- Regulatory Act (IGRA)
- The Johnson Act

Working knowledge record keeping processes.

Ability to maintain composure and temperament in contentious situations at all times.

Well-developed interpersonal skills - tactful, mature with the ability to develop and maintain an effective working relation with a variety of individuals and groups in a complex and multi- cultural environment.

The ability to cope with stressful situations and conditions.

Experience in the use of Personal Computers and knowledge of software preferred. Must possess a strong working knowledge of Microsoft Access, Excel and Power point applications.

Maintains dependable attendance and is dependable.

Completes all job responsibilities in a timely and accurate manner.

Establishes and maintains professional relationships with all job contacts.

Maintains strict confidentiality of all related information and investigative findings.

Any breach of confidentiality will be subject to appropriate disciplinary action, up to and including termination from employment.

QUALIFICATIONS:

Minimum Educational & Experience Qualifications: Grade 15 Step 1

At least four years supervisory experience directly related to Gaming **and/or** Surveillance Management **with** one to two years college **and/or** Associate's Degree.

OFFICIAL TRANSCRIPTS MUST ACCOMPANY APPLICATION.

Preferred Education & Experience Qualifications: Grade 15 Negotiable

Bachelor's Degree in Criminal Justice, Business or related field **and** five years managerial experience;

OFFICIAL TRANSCRIPTS MUST ACCOMPANY APPLICATION.

Additional qualifications:

Experience in the use of Personal Computers and knowledge of software preferred. Must possess a strong working knowledge of Microsoft Access, Excel and Power point applications.

The ability to set goals, develop strategies and schedules for meeting goals and to anticipate obstacles and alternative strategies is required.

While performing the duties of this job, the employee is regularly exposed to fumes or airborne particles (i.e., smoke filled environment, risk of electrical shock).

Working knowledge of the Gaming Operations, its regulations, documents and structure. The ability to cope with stressful situations and conditions.

The person(s) should have an intrinsic desire and aptitude to use logic and understanding of information and surveillance technology.

Must be able to maintain a Gaming License in good standing.

Licensing Requirement

Must possess and maintain a valid Idaho Driver's License.

Must submit to and pass pre-employment substance abuse testing.

Must be willing to submit to an extensive criminal, personal and financial history for a background investigation pursuant to the regulation standards of the Gaming Commission.

The Commission Requires Every Associate To

Maintain a consistent and regular attendance record.

Encourage mutual respect among associates by setting positive examples.

Maintain a professional reputation in the Commission and the community.
Adhere to the Code of Ethics of the Gaming Commission

Adhere to the Confidentiality agreement of the Gaming Commission.

Shoshone-Bannock Gaming Commissions Licensing Rules and Regulations.

Qualified Shoshone-Bannock Tribal Member/Indian and Veterans Preference will apply in compliance with the Shoshone-Bannock Tribes Personnel Policies and Procedures Manual.

IMPORTANT APPLICATION CRITERIA

Instructions: You must turn in all supporting documents to be eligible for this position you are applying for.

A complete application must be submitted to the Shoshone-Bannock Tribes Human Resource Department, P.O. Box 306, Fort Hall, Idaho 83203. Applications can be found online at www.sbtribes.com. Applications can be sent via email to recruitment@sbtribes.com or faxed to 208-478-3950 and are accepted until 5PM on the closing date.

Submit a copy of all supporting documents to be eligible for the position you are applying for. For example: Driver's License, Tribal ID, High School Diploma/GED, Degree or professional credentials, and other supporting documents that verify required qualifications.

Telephone calls are not accepted in place of an employment application or letter of interest.

Applicants who have a current application on file, please submit a letter of interest for each position in which you want to be considered for. The letter should address how you meet each qualification.

Preference will be given to Shoshone-Bannock Tribal member applicants who provide a copy of their tribal enrollment card. Non-enrolled members and other Indian tribal members must provide a Certificate of Indian Blood (CIB) to receive preference.

Preference points will also be given during the interview process to veterans who provide documentation of a DD-214.

Applicants being considered for employment or a political appointment must submit to a pre-employment alcohol and drug screen prior to being hired or appointed. Refusal to take the test will render the applicant ineligible for employment or political appointment.

The Shoshone-Bannock Tribes will conduct an employment background check on new employees to ensure suitability for the position applied for.