

## JOB DESCRIPTION | SURVEILLANCE AGENT I

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EMPLOYMENT CLASSIFICATION: FULL-TIME  
DEPARTMENT: SURVEILLANCE  
FLSA CLASSIFICATION: NON-EXEMPT  
REPORTS TO: DIRECTOR OF SURVEILLANCE

### POSITION OVERVIEW

Observe and monitor all gaming-related activities via video surveillance and assisting with data gathering and analysis to ensure adherence to all regulations, internal controls, and company policies and procedures.

### ESSENTIAL JOB FUNCTIONS

*The information provided below encompasses the functions and capabilities linked with this position.*

#### *Duties and Responsibilities*

*The individual in this position is expected to engage in the following work-related activities.*

- Monitor and observe casino activities and property via video surveillance (live and recorded) to identify potential criminal behavior on the part of customers.
- Monitor and observe casino activities and property via video surveillance and in person to ensure employees and operations in general adhere to Standard Operating Procedures (SOPs), Minimal Internal Control Standards (MICS), and federal and Tribal-state compact and regulations.
- Identify, document and report unusual activities that could relate to or suggest criminal behavior, violations of policy and standards, and violations of applicable regulations.
- Operate and maintain the Closed Circuit Television System, including preserving historical video, to Gaming Commission Standards.
- Gather data from primary or secondary data sources and maintain database systems.
- Assist with conducting and preparing statistical analyses and reports on operational data, including identifying, analyzing and interpreting trends and patterns, and data outliers and anomalies.
- Assist with department investigations, audits, and reviews.
- Answer incoming calls and emails.
- Other duties as assigned.

#### *Skill Profile*

*The individual in this position is expected to possess and exhibit the following knowledge, skills, and abilities.*

- Demonstrate a commitment to and value for conducting oneself in accordance with highest standards of integrity and ethical behavior in compliance with all applicable laws, rules, and regulations.
- Maintain working knowledge of gaming violations and applicable regulations, as well as internal policies and procedures.
- Maintain working knowledge of table and carnival games strategy and advantage play methods for the variety of table and carnival games offered at Pechanga Resort & Casino.
- Ability to comprehend and apply a common sense understanding of instructions provided in written, oral and diagram form, including safety rules, operating and maintenance instructions, and procedural manuals.
- Ability to effectively communicate information and ideas, as well as compose clear, effective, and grammatically correct reports and business correspondence appropriate for the intended audience.
- Ability to define problems, collect data, establish facts, and draw valid conclusions in the context of standard situations with common, predictable variables.
- Ability to carry out basic mathematical computations, including add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals; compute rate, ratio, and percent; and draw and interpret bar graphs.
- Aptitude for learning and using a variety of computer software and applications.

- Ability to work in a professional manner in an environment with individuals from many different cultures and backgrounds.
- Ability to work both independently and as part of a team.
- Working knowledge of MS Office, including document creation and editing in Word, messaging and calendaring in Outlook, and performing routine tracking and basic computations in Excel.

*Capability Requirements*

*The following capabilities are required to perform the essential functions of this position.*

- Effectively communicate with others verbally and in writing, including by phone, e-mail, or in person.
- Understand, remember, and apply routine and complex oral and/or written instructions, conduct complex calculations, and recall and link related factual information and visual images.
- Sit, stand and walk for extended periods of time.
- Exert up to 15 pounds of force occasionally and/or up to 10 pounds of force frequently, to lift, carry, push, pull or otherwise move objects.
- Maintain sustained concentration on video monitors and computer screens, and use keyboards and a variety of peripherals.
- Maintain sustained concentration and focus in a moderately noisy environment.
- Sufficient vision to complete tasks requiring depth perception, color vision and ability to bring object into sharp focus both close and far away.
- Recognize, interpret, and respond to variety of competing and isolated sounds with a variety of sources, pitch, quality and loudness.
- Tolerate working in a confined space for prolonged periods of time with sustained exposure to moderate noise.
- Tolerate occasional exposure to extreme heat or cold, and moderate temperature changes.

*Minimum Qualifications*

*The following are required of an employee in this position.*

- One year experience and/or training in a similar position, or equivalent combination of education and experience.
- High school diploma or general education degree (GED).
- Current PGC Class "A" Gaming License.
- Ability to work days, evenings, and nights.
- Ability to periodically travel locally, regionally, and nationally to trainings and other events.
- Must be age 21 or older.
- Requires passing background check, credit check, and drug screening upon hire.

ACKNOWLEDGEMENT OF EXPECTATIONS

*I have read and understand the essential functions of this position, including the necessary capabilities, and can perform these with or without reasonable accommodation. I understand that I can request a reasonable accommodation, should one be necessary for me to carry out the essential functions of this position. I also acknowledge that the functions and capabilities for this position may change in the future, with or without notice. Additionally, I consent to the exclusive jurisdiction of the Pechanga Band of Luiseno Indians and the rules of its Gaming Commission.*

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Employee Name

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Employee Signature

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Date