



## **JOB DESCRIPTION**

**POSTED: JULY 19, 2024**

**DEADLINE: Until Filled**

**POSITION:** Security Supervisor

**DEPARTMENT:** Security

**SUPERVISOR:** Security Manager

**LOCATION:** Resort

**EMPLOYMENT:** Full-Time

**PAY RATE:** \$16.00 - \$19.00/Hour (Non-Exempt) D.O.E.

**LICENSE STATUS:** Key-Employee

### **DESCRIPTION:**

The primary role of the Security Supervisor is to provide a physical presence within and throughout the Resort. Security personnel act to ensure the protection, safety, and wellbeing of the property, associates, and guests in a consistent manner. Security personnel will observe and monitor all procedures, safeguard all money transactions, as assigned. The Security Supervisor will provide customer service, employee assistance, ensure compliance with all established policies and observe and report any unusual activity.

### **RESPONSIBILITIES:**

- Provide excellent guest service internal and external through active guest engagement and positive attitude.
- Shall be required to read, implement, and adhere to all NWCR Policies and Procedures, LVD Gaming Ordinance, Tribal/State Gaming Compact, NIGC Minimum Internal Control Standards, Indian Gaming Regulatory Act, LVD Tribal Internal Control Standards, Title 31 Minimum Internal Control Standards, NWCR Casino Employee Handbook, Slots Department Policy and Procedure Manual.
- Maintain close and continuous communication with Casino Shift Manager.
- Assist in transfer of money to and from various Casino departments.
- To guard, or otherwise be responsible for gaming cash, gaming revenue, or gambling supplies.
- Initiate counseling and/or disciplinary actions regarding Security Officer.
- Responsible for proper number of Security Officers on duty on assigned shift.
- Review all paperwork pertaining to Security Officers and approve leave requests if appropriate.
- Review Security Guard incident reports and forward copies to appropriate departments.

- Keep accurate and neat reports.
- Maintain the security log in an accurate and neat manner.
- Use professional telephone communication with all persons/businesses.
- Use professional and courteous manner in two-way radio communications.
- Provide patrons with information regarding Casino games, activities, promotions, exits, bathrooms, etc., in a polite and courteous manner.
- Require presence when any customer or employee is being removed from the Resort, at Managements request.
- Must maintain confidentiality of Security/company information.
- Responsible for the training, supervision, scheduling, and development of all Department Team members.
- To remain in compliance with Casino Regulatory policies and procedures, employees are required to attend all necessary meetings and training facilitated by Management.
- Due to the dynamic casino environment from time to time, we require employees to be flexible and assume other responsibilities assigned by management.

### **MINIMUM QUALIFICATIONS:**

- Prior security/supervisory experience.
- High School Diploma or G.E.D.
- Must be trained in emergency first aid and CPR.
- Must be available to work all shifts.
- Must maintain a valid Driver's license.
- Must pass background checks and other pre-employment screenings necessary to receive and maintain a Gaming License

*The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. Management retains the right to add or to change the duties of the position at any time. Must be able to pass a pre-employment drug screen and applicable background checks related to the position.*

### **PREFERENCE FOR HIRING:**

**Preference shall be given when it is established that the applicant meets the qualifications as stated in the job description. The following order shall be adhered to for hiring:**

- **Enrolled LVD Tribal Member**
- **Parents/Legal Guardian of LVD Tribal member children and spouses of Tribal Members**
- **Other Native Americans**
- **All Others**

**Date Approved by LVD Gaming Commission: 05/16/2023.**

**Date Approved by the Public Enterprise Finance Commission (PEFC): 08/29/2023.**

**Northern Waters Casino Resort**

**P.O. Box 129, N5384 US 45**

**Watersmeet, MI 49969**

**Email: [hr@lvdcasino.com](mailto:hr@lvdcasino.com)**

**Website: <http://www.lvdcasino.com/Content/Careers.cfm>**

**Phone: 906-358-4226 Ext. 7318**

**Fax: 906-358-4913**

**Sign** \_\_\_\_\_ **Date** \_\_\_\_\_