



# POSITION DESCRIPTION

## Bay Mills Resort & Casinos

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<b>POSITION:</b>	Surveillance Supervisor (3 <sup>rd</sup> sift)	<b>LICENSED:</b>	Yes
<b>DEPARTMENT:</b>	Surveillance Department	<b>GRADE:</b>	20 (\$16.54-24.81)
<b>REPORTS TO:</b>	Surveillance Supervisor II	<b>STATUS:</b>	Non-Exempt

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### **POSITION SUMMARY:**

Under the supervision of the Surveillance Supervisor II, the Surveillance Supervisor will ensure the efficient and professional performance of Surveillance staff as they complete those tasks related to the monitoring, review and reporting of all incidents within the Bay Mills Resort and Casinos and other designated areas.

### **ESSENTIAL FUNCTIONS:**

1. Provides exemplary customer service by “Exceeding Expectations One Opportunity at a Time”.
2. Performs all duties of the Surveillance Monitor (see Surveillance Monitor Position Description).
3. Train and instruct staff in the use of Surveillance technical equipment used to monitor and record the staff, patron and facilities of the Bay Mills Resort and Casinos.
4. Based upon managerial request or video supported data, initiates an investigative review or pursuit to identify and compile video evidence of illegal or prohibited behavior or activity on the part of staff, vendor or patrons of the Bay Mills Resort and Casinos.
5. Evaluate staff performance on a daily basis and provides corrective instruction on expected performance standards.
6. Based upon a record of performance, recommends staff disciplinary action to the Director of Security and Surveillance and the Surveillance Supervisor II.
7. Ensures the proper staffing of the shifts through advanced scheduling, request to employees or, as necessary, mandated overtime.
8. Represents the department in all Surveillance matters to property management or officials, as needed.
9. Ensures the proper and timely completion, review and forwarding of all reports and documentation produced by the shift to those designated to receive them.
10. Communicates all issues of concern with the incoming/outgoing staff.
11. Provides assistance and direction to staff when a request for review, video compilation, video retention and video copy and printing has been received by an authorized official.
12. Performs a complete video check and property review at least once during each shift, per the established
13. Participates and successfully passes all department training, including table games training, cage procedure training and all other training and workshops recommended by the Director of Security and Surveillance.
14. Ensures that Surveillance staff have passed and properly apply required training through follow-up, hands-on performance and periodic review.
15. Recommends those changes or modifications of Surveillance procedures, to the Director of Security and Surveillance, that would promote a more efficient, professional and ethical standard of performance within the department.
16. Completes a timely evaluation of the staffs’ annual performance review.

17. Follows department protocol for crisis incidents, including assault, robbery, theft, medical emergency or any event requiring the partial or full evacuation of the property.
18. Maintains a continual cycle of review and general knowledge and application of those property procedures that affect the safety of employees or guests, the protection of currency and other monetary instruments, including those that fall under the purview of the Tribal Gaming Ordinance, Minimum Internal Controls and the System of Internal Controls.
19. Models, demonstrates and supports a professional standard of appearance indicative of the position.
20. Maintains strict confidentiality of all information learned or known through work conducted within the Surveillance Department.
21. Responsible for learning and following daily policies and procedures for the Surveillance Department and Bay Mills Resort & Casinos.
22. Must attend all mandatory trainings designated by the Human Resources Department and/or Department Directing, including Title 31.
23. Performs and ensures compliance with the Bay Mills Gaming Commission Rules and Regulations.
24. Other duties as assigned by the Director of Security and Surveillance or Surveillance Supervisor II that assist with the efficient and professional performance of the Surveillance Department.

**PHYSICAL REQUIREMENTS:**

While performing the duties of this job, the employee is regularly required to sit with occasional standing and walking. Occasionally the employee must bend, squat, crouch, kneel, balance, and push/pull. The employee must occasionally lift and/or move up to 35 pounds. The employee is regularly exposed to dust.

**POSITION REQUIREMENTS:**

1. Must have a high School Diploma or equivalent.
2. Must have one year of Surveillance experience.
3. Completed all Surveillance departmental training requirements.
4. Must be able to obtain a gaming license through the Bay Mills Gaming Commission and maintain eligibility throughout employment.
5. Must be able to work all shifts, weekends and holidays.
6. Must maintain strict confidentiality.
7. Must be able to use a computer, including Word, Excel, Outlook etc.
8. Excellent communication skills and be able to successfully fulfill the reporting requirements of the department required.
9. Must have excellent investigative skills.
10. Must demonstrate effective leadership and supervisory skills.
11. Must be able to attend and successfully complete all required training courses.
12. Must have an excellent past work record.
13. To perform this position successfully, an individual must be able to satisfactorily perform each function listed under the essential functions and physical demands categories of this position description.
14. Must have an excellent past work record, including attendance.

**PREFERENCE:** Preference will be given to those of Native American descent.

**CLOSING DATE:** 10/5/2022

**APPLY TO:** Send Application to:

Jazlyn Walden Parker; HR Generalist  
Bay Mills Human Resources Department  
12124 W. Lakeshore Drive  
Brimley, MI 49715  
(906) 248-8526

[eforrester@baymills.org](mailto:eforrester@baymills.org)

Subject: Surveillance Supervisor

\*\*Applications can be found on the Bay Mills website at [www.baymills.org](http://www.baymills.org) under the employment section\*\*