



JOB DESCRIPTIONS
JOB TITLE: SECURITY OFFICER

DEPARTMENT: Security
REPORTS TO: Security Manager
FLSA DESIGNATION: Non-Exempt

SHIFT: Days, Evenings, Weekends,
Holidays as needed
WAGE STATUS: HOURLY

SUMMARY:

Acts as an ambassador of the casino while protecting the assets and providing a safe environment for our employees and guests. Performs all functions in accordance with applicable laws and gaming regulations, mission and objectives of the Sugar Creek Casino and the Wichita and Affiliated Tribes, as well as established policies, procedures and controls.

ESSENTIAL DUTIES include the following:

The following is a list of the main duties/responsibilities. However, other duties may be assigned as deemed necessary by reporting senior.

1. Responsible for the safety and well being of guests and fellow employees.
2. Gives directions and provides escort to customers in need.
3. Provides assistance to civil and law enforcement authorities, including testimony in court and other administrative hearings.
4. Makes chip fills, verifies jackpots when needed.
5. Regularly provides escorts of money and persons in money-handling positions.
6. Provides first aid, including CPR when necessary and as trained.
7. Patrols all sections of property to identify safety hazards and breaks in security.
8. Interviews, investigates and documents all applicable incidents in accordance with company policy.
9. Makes last and found detailed descriptions of people and incidents.
10. Enforces security policies and procedures.
11. Learns on-going promotions so officer may answer questions from customers and what functions that security may have a role in the promotions such as securing drawing hoppers, crowd control, etc.
12. Perform all other duties to be assigned.

SUPERVISORY RESPONSIBILITIES:

1. This position has no supervisory responsibilities.

QUALIFICATIONS:

1. Prior experience in law enforcement, military or civilian security services preferred.
2. Must be able to perform assigned tasks under limited supervision.
3. Must be able to obtain and maintain a Gaming license.

EDUCATION and EXPERIENCE:

1. High School Diploma or GED equivalent required.
2. Technical school or formal apprenticeship may be required.
3. The ability to read and write English and understand both written and verbal instructions.
4. One to Two years of work experience in a job dealing in person and on the telephone directly with customers would be preferable.

LANGUAGE SKILLS:

Ability to read, analyzes, and interprets the most complex of documents, such as technical journals, financial reports and legal documents. Ability to respond to common inquiries or complaints from employees, customers, regulatory agencies. Ability to effectively present information to employees, managers and top management.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals and work with mathematical concepts.

REASONING ABILITY:

Ability to define problems collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

OTHER SKILLS AND ABILITIES:

Basic analytical and deductive reasoning ability. Must have superior interpersonal relations skills. Ability to see problems and avoid situations that could be deemed illegal or represent a safety hazard to fellow employees or customers. Must be able to listen to and assist employees and/or customers in finding solutions to problems or concerns.

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 is regularly required to talk or hear. The employee is occasionally required to sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and taste or smell. The employee is required to reach with hands and arms, and to sit, climb or balance and stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 30 pounds and push pull or drag up to 100 lbs. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing 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 is regularly exposed to cigarette fumes. The noise level in the work environment is usually moderate.

This establishment promotes a drug-free work environment.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

PUBLIC RELATIONS:

Important attributes of any employee of the Sugar Creek Casino and the Wichita and Affiliated Tribes, along with the official performance of duties, are personal appearance and public relations. Each employee is expected to make every effort to be well-informed about the institution, pleasant, courteous and cooperative, and to act in a manner to command respect of co-workers and all other personnel. An optimistic attitude, patience and tolerance will help each employee in nearly all situations at the institution.

Closing:

Sugar Creek Casino is an Equal Opportunity Employer but does exercise Tribal and Native American Preference according to Federal Law.

As part of Wichita Gaming Commission license process, final candidates will be required to obtain gaming license by completing a background check with Wichita Gaming Commission, prior to being employed by the Casino. These background checks may include, but are not limited to:

- Credit Check
- Criminal Background Check



Job Description Acknowledgement Form

I have received, reviewed, and fully understand the job description for Security Officer. I understand that this job requires Days, Nights, Evenings and Holidays and my schedule is subject to change to meet the Business Needs of the Casino. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name _____ Date _____

Employee Signature _____