



LUCKY 21 CASINO, LLC

Surveillance

Position Summary:

Observe, locate and record all irregularities that would jeopardize the assets of Lucky 21 Casino, LLC. Maintain surveillance on designated areas and activities. Record any irregular activity as required.

Duties and Responsibilities:

- Maintains a positive attitude at all times, supporting the policies of Lucky 21.
- Must maintain the strictest confidence of any and all confidential information disclosed by an Lucky 21 entity or by a guest of Lucky 21.
- Maintain strict confidence regarding company surveillance matters
- This is a non-uniformed position, which requires that team members are in compliance with non-uniformed appearance standards while on duty.
- Adhere to established department and property policies and procedures regarding guest service standards, attendance, appearance, confidentiality, safety, and sanitation.
- Continuously remain alert for any for any criminal activity such as theft or cheating.
- Write detailed reports of all observations and log all communications.
- Work on special projects and investigations as assigned by Surveillance Shift Manager
- Perform duties as assigned, always presenting oneself as a credit to L21 and encourage others to do the same
- Must be able to work flexible hours including evenings, weekends, and holidays.

Required Knowledge and Skills:

- Strong problem solving, mediation, coaching, and consulting skills.
- Excellent verbal and written business communication skills and strong time management skills.
- Knowledgeable of applicable federal, state, and local regulations.
- Fully Competent in Microsoft Office
- High school diploma or certificate from Educational Institute preferred
- Eighteen years of age or older
- Background in video desirable
- In-depth knowledge of Casino and Support services
- Must have good organizational skills.
- Ability to work effectively with independence and as part of a team.
- Must be able to work flexible hours including evenings, weekends, holidays
- Must have excellent visual acuity which is 20/20 or correctable to 20/20 and the ability to discern subtle color differences.
- Ability to maintain visual focus on various monitors for extended periods.

Required Education and Work Experience:

- High school diploma or certificate from Educational Institute preferred
- Some surveillance experience preferred