

Date Open – 4/30/24
Application Deadline – 5/7/24

PARAGON CASINO RESORT

Job Description

HENRY UNIT

Department:	Security	Reports to:	Security Asst. Shift Manager
Job Code:	HU01	License:	Gaming
Position Code:	HU001	Costing:	700 7000 7011
Pay Grade:	N6	Date:	9/24/19
EEO-1 Code:	5		

SUMMARY:

Responsible for accurately documenting incidents related to associates and/or guests and adequately promoting safety throughout the entire facility.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Generates necessary written reports involving guests, Associates and/or the facility.
- Interviews complainants, guests and associates, investigates complaints, documents findings on an incident form and completes necessary follow up information.
- Obtains statements from witnesses, guests, and associates who may have knowledge of the incident.
- Communicates with key personnel, including Tribal Gaming Inspectors, Tribal Police, and casino Risk Manager concerning incident investigations.
- Conducts weekly safety equipment and alarm checks.
- Operates computers, camera equipment and programs necessary in the generation of incident reports.
- Maintains a high level of professionalism and observation skills.
- May be required to testify in court as needed.
- Controls and logs all evidence and photographs gathered during initial investigation of an incident before releasing to appropriate entity or personnel.
- Obtains knowledge and skills necessary to be utilized in various areas of the Security department depending on necessity.
- Takes control of situations until Manager or Assistant Manager arrives on scene.
- Escorts and observes guests and Associates, to ensure their safety and protection; identifies potential safety hazards and report same to the appropriate individual, for proper resolution.

- Becomes familiar with hazardous materials used on property, and all applicable laws, rules and regulations governing same.
- Acts as a Dispatcher during emergency situations, and coordinates solutions to same; informs outside agencies of any unusual or suspicious situations on property.
- Operates company vehicles as directed.
- Maintains a working knowledge of Paragon Casino Resort's facilities, as well as special events on property, in order to advise guests and fellow Associates of same, whenever possible.
- Maintains a working knowledge of those guests and/or Associates who have been banned from re-entering the property, and advises appropriate individuals and departments when seeing trespassers on property.
- Ensures safe transportation of company moneys and gaming tokens; assists in the opening and closing of the gaming tables.
- Interacts with guests and Associates in a positive, professional manner.
- Ensures a maximum level of guest service and satisfaction throughout the property is achieved and maintained.
- Facilitates the flow of information throughout the department, by attending regularly scheduled departmental meetings.
- Maintains a series of keys, accessing locked areas as necessary.
- Accepts identification from all persons who appear to be under the age of twenty-one (21), to ensure compliance with state and federal gaming regulations.
- Performs other duties as assigned.

Paragon Casino Resort requires all Associates to consistently:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- Exceed Guests expectations with quality and friendly service.
- Treat all Associates and Guests with respect, dignity, integrity and sensitivity.
- Provide a safe working environment by complying with safety rules and reporting potential hazards.
- Comply with company performance standards and departmental policy and practices.
- Demonstrate pride and professionalism for the property, its goals and the Associate Pledge.
- Support training and development for all Associates.
- Communicate and share ideas, concerns and explain "Why" behind decisions.
- Maintain a consistent, regular attendance record.

REQUISITE QUALIFICATIONS:

The requisite qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: High school diploma or general education degree (GED) required. Minimum of one (1) year experience in law enforcement or gaming security preferred. Six months experience in Paragon Casino Resort Security preferred. Complete and pass the Security Department

curriculum for incident report writing and safety.

Qualifications: Excellent communication skills required.

Must apply for, be granted and retain a valid Tribal Gaming License and State Gaming Certification during their employment with Paragon Casino Resort. Must have understanding of and abide by all regulations as stated in the Tribal-State Compact.

Language Skills: Ability to read and comprehend documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability: Ability to apply commonsense reasoning to a variety of situations. Ability to apply commonsense understanding to carry out instructions in written, oral or diagram form.

Physical Demands: The physical demands described here are representatives of those that must be met by an Associate 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 Associate is regularly required to talk or hear. The Associate is regularly required to stand; walk; sit; and use hands to finger, handle or feel objects, tools or controls in a 12 hour period. The Associate is occasionally required to reach with the hands and arms, and to sit; climb or balance; and stoop, kneel, crouch or crawl.

The Associate is regularly required to lift and/or move up to fifty (50) pounds, and occasionally lift and/or move up to one hundred (100) pounds.

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 Associate encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Associate is regularly exposed to outside weather conditions.

The noise level in the work environment is usually moderate. When on the casino floor, the noise level increases to loud. The casino environment is usually smoky.