



## JOB POSTING

TITLE: Surveillance Agent  
DEPT: Surveillance  
PAY: \$14.55/hr (8)

### JOB SUMMARY

**RED RIVER** - The Surveillance Agent is responsible for protecting company assets and maintains the integrity of the casino. The role specializes in live watches, departmental audits, and extensive investigations that ensure regulatory compliance with policies and procedures.

### MINIMUM QUALIFICATIONS

**REQUIRED** - High school diploma or GED Required | At least 21 years of age | 2 years of higher education (college credits, trade schools, apprenticeships) and two years of related work experience or a combination of the two | **OR** | Four years of related work experience | **PREFERRED:** Working knowledge of the Gaming Industry and the laws and regulations governing gaming operations |

**ESSENTIAL DUTIES** - All Team Members must embrace and deliver Kiowa's Guest Service Standards to every Guest on every shift, as outlined in Orientation, the Team Member Handbook, Standard Operating Procedures (SOPs), and any other related training | Consistently ensures an exceptional level of service and satisfaction is achieved throughout the property, exceeding the expectations of external and internal Guests alike in a timely and effective manner | Responsible for acquiring and maintaining a working knowledge of all departments' policies and procedures, minimum internal control standards and tribal internal control standards | Responsible for proactively watching count room activities for loss-prevention, compliance auditing, and investigation | Responsible for proactively watching cage and main bank activities for loss-prevention, compliance auditing, and investigation | Responsible for actively monitoring table and slot drops to maintain gaming compliance | Responsible for verifying large jackpot payouts to stay in compliance with Title 31 | Conduct in-depth investigations on behalf of the Compliance Department to assist with audits of daily information to ensure compliance with Title 31 | Utilizes a multitude of various casino based programs to audit Guests, transactions and to generate reports for in-depth audits and investigations | Responsible for conducting in-depth investigations of Team Member's at the request of a supervisor to determine if cheating, theft, injury, behavioral or policy violations have occurred | Responsible for writing an end-of-investigation report to include all data detailing the findings of the investigation | Identify possible or known gaming cheats, advantage players, thieves or other individuals suspected of endangering company assets or environment and create reports accordingly | Proactively monitor the day-to-day activities of all departments and document any violations not in accordance with Kiowa Casinos' policy and procedures, including Kiowa Gaming Commission (KGC), System of Internal Control System (SICS), and Tribal Internal Control System (TICS) | Report violations of the Title 31 process to include Currency Transaction Reports and Suspicious Activity Reports to the Compliance Department | Prepares all video, documentation and/or presentation material for internal or external auditors up to and including NIGC auditors | Trains routinely on new surveillance, security, banking, safety preparedness, and precautionary techniques | All other duties as assigned | Must adhere to departmental, organizational, state, and federal safety rules and regulations, applicable processes for safe operation, appropriate Personal Protective Equipment, in addition to any/all related controls for personal welfare and the safety of others |

### IMPORTANT NOTES

1) This announcement describes an open position at Kiowa Casinos, as of the posting date listed below. To be eligible to apply, current Team Members must have performed competently for at least 6 months in their current position. In addition, Team Members receiving corrective action within the previous 6 months may not be eligible for transfer. If you are interested in any posted position, please contact HR for a complete copy of the job description and an application or an internal application, if you are currently employed by Kiowa Casinos.  
2) Native American Preference will apply in accordance with Tribal policies. All applicants must be able to work any shift, holidays, and weekends as scheduled. Current Team Members are also encouraged to submit an updated resume with their internal application. All Team Members must submit an internal application for each interested position. For example, if you have applied for a Floor Supervisor position and one week later Floor Supervisor is posted again, you must fill out another internal application.

STATUS: 5 F/T | POSTED: 04/30/22 | REMOVE: When Filled



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