



COWLITZ INDIAN TRIBE  
TRIBAL GAMING COMMISSION  
JOB ANNOUNCEMENT

Cowlitz Indian Casino  
Ridgefield, Washington

**TRIBAL GAMING AGENCY (TGA) SURVEILLANCE AGENT**

**POSITION DESCRIPTION**

**Title:** Tribal Gaming Agency Surveillance Agent, 1 Position

Schedule: Shifts vary

Location: Cowlitz Indian Casino – Tribal Gaming Commission

Opening Date: June 16, 2017

Classification: Full Time

Salary Range: DOQ

Closing Date: Open

**Position Summary:** The Cowlitz Indian Casino opened in April 2017. The Cowlitz Gaming Commission is the regulatory agency of the Cowlitz Indian Tribe. The Tribal/State Compact specifies Surveillance under the authority of Operations however TGA will fill one full time position with 5 FTE's within the Surveillance Department. The Surveillance Department is a critical part of the safety and security of casino patrons, employees, and tribal assets. TGA Surveillance Agents are responsible and accountable to the TGA Surveillance Manager and work closely with the Operations Surveillance Manager. TGA Surveillance Agents are responsible to protect tribal assets, to observe and report any and all improprieties to their respective chain of command. TGA Surveillance Agents monitor the property for compliance with the approved Tribal Internal Controls (TICS), Minimum Internal Controls (MICS), Commission Regulations, and the Washington Tribal/State Compact. All suspicious activities and discrepancies are documented and reported to the respective chain of command. This is a position of high sensitivity and integrity, and requires the ability to work with and partner with Operations Surveillance Observers.

**Essential Functions:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily or be able to develop the ability to do so quickly.

- Provide outstanding customer service to all other employees of casino operations and casino operations surveillance staff.
- Ensure compliance with Federal, State and Tribal/State Compact, National Indian Gaming Commission (NIGC), Cowlitz Tribal Gaming Commission Regulations, Policies and Procedures, Minimum Internal Control Standards (MICS), and Tribal Internal Control Standards (TICS).
- Responsible for video Surveillance of activities throughout the casino and surrounding property.
- Must be able to work weekends, holidays as needed.
- Must have a complete understanding of the “chain of evidence” rules.
- Observe shipping, receiving, installation, relocation, removal and storage of gaming devices for security and compliance.
- Observe all gaming equipment and supplies for integrity and compliance with applicable laws and regulations.
- Monitor table games, drops, counts, money transfers, and certain TLS jackpots.
- Observe and report illegal activities, violations of gaming regulatory procedures for all revenue generation areas and other areas throughout the casino and surrounding property.
- Keep logs and other documents as required by departmental and surveillance policy.
- Communicate and coordinate with Casino General Manager and Operations Surveillance Director, TGA Director and staff, law enforcement agencies and regulatory agencies verbally and in writing.
- Know or have the ability to learn all table games and have a basic understanding of the Tribal Lottery System (TLS) in order to document, track, and report cheats and scams.
- Excellent communication skills.
- Proficient in basic PC skills, i.e. Microsoft Office, Excel, Outlook.
- Maintain strict confidentiality in all casino matters.
- Maintain strong customer relations.

**Qualifications:**

- High School Diploma or equivalent.
- Two (2) years surveillance experience, loss prevention, or law enforcement experience preferred.
- Washington State Tribal Gaming experience preferred.
- Present a professional attitude and appearance in all situations.

- Possess the ability to perform well, apply mature judgement and “common sense” in decision making while under pressure.
- Must have auditory acuity and have full color spectrum visual capabilities.
- Be able to handle intense multi-tasking in a high stress environment.
- Must have basic computer skills and working knowledge of Windows Office suite programs.
- Must be eligible to obtain a valid gaming license.
- Must attend State, Federal, Tribal, Casino and Department mandatory trainings and pass any applicable testing.
- Command of state laws, Indian gaming regulations, and tribal/state compacts related to gaming.
- Sit and observe the video monitors for extended periods of time and remain alert.
- Operate digital surveillance equipment.
- Must be able to tolerate a confined environment, varying noise and temperature levels, and illumination.
- Knowledge of Cowlitz Tribal History and Washington State Indian History.

**IMPORTANT NOTES:**

- Must submit to and pass a criminal history background including credit check and drug test and be licensed by TGA.
- Must take and pass any random drug test, zero tolerance.
- Native American Preference.
- Must possess a current Washington Driver’s license or qualify to obtain one.

The Cowlitz Indian Tribe is an Equal Opportunity Employer, and a Drug and Alcohol-Free workplace.

Except as provided by Title 25 CFR, Section 472, which allows for Indian preference in hiring, the Cowlitz Indian Tribe does not discriminate on the basis of race, color, creed, age, sex, national origin, physical handicap, marital status, politics, or membership or non-membership in an employee organization.

**Please email resume, cover letter, and references to:**

Shannon Schuetze at (360) 887-6804

For information call (360) 727-3825