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**POSITION TITLE – SURVEILLANCE AGENT - PT NUMBER OF OPENINGS – 1 (ONE)**

**OPEN TO - (INTERNAL and EXTERNAL) POSTING DEADLINE – Open until filled**

**Job Overview:**

The Surveillance Agent is responsible for the security and surveillance of the guests, employees, visitors, and the general security of the Track’s property and its assets. This position involves a high level of guest contact and customer service along with computer and typing skills.

**Duties and Responsibilities:**

* General security patrols, identification checks, theft prevention and crowd control
* All aspects of guests and employee safety
* Pay out verification, key control, employee and guest escorts
* Incident reporting and writing
* Documenting and reporting employee violations of established policies and procedures
* Emergency procedures and radio communications
* Ensures that surveillance room equipment is working properly at start of their shift and report any equipment concerns to Surveillance Supervisor or Manager for resolution. May partner with IT to provide maintenance of equipment
* Observes documents, records, and reports any unusual or suspicious activity on premises to their Lead Supervisor for further investigation or resolution
* Observes all departments of the gaming operation for irregular activities, violation of current policies and procedures, suspected theft by employees or guests, any suspected cheating by customers and report these observations to their Surveillance Manager for immediate action or resolution
* Performs assigned audits by the appropriate department personnel
* Monitors premises using audio and video equipment as needed
* Maintains an awareness of current regulations, controls, policies and standards for adherence and compliance with State requirements
* Prepares necessary reports as required by the Surveillance Supervisor and/or the Surveillance Manager
* Maintains an awareness of all applicable laws, guidelines, policies, procedures, ICS( Internal Control Standard), and Surveillance Department Standard Operating Procedures

**Job Requirements: *(please ensure you meet the listed requirements prior to applying*)**

* High School diploma or GED preferred
* Must be twenty-one (21) years of age or older
* Must have a Florida Gaming License (or the ability to obtain and maintain a license) as a requirement for this position
* Minimum of six (6) months experience in law enforcement, military, corrections or other security capacity is preferred.
* Experience in customer relations or guest services preferred
* Basic computer skills is required
* Good writing and verbal communication skills required (skills test may be administered)
* Must be able to stand and/or walk for entire shift
* Must be able to meet and maintain a physical fitness standard as a condition of employment
* Willing to travel and participate in training as recommended or required
* Must maintain a record of dependability, punctuality, and willingness to learn new tasks
* Must possess a high level of maturity with the ability to maintain confidentiality
* Willing to work odd and irregular hours including nights, weekends, and holiday schedules

To apply send Internal Applications to [agoodale@pcigaming.com](mailto:agoodale@pcigaming.com) or apply at the front service desk on property.