



Job Announcement

Opening Date: April 8, 2024
Closing Date: Until Filled

Position Title: Security Officer
Department: Security
Supervised By: Security Supervisor
Supervises: None
Starting Salary: \$17.00 - \$18.00/hr., DOE
Grade: 4
FLSA Status: Non-Exempt
Status: Permanent
Hours: Full Time and Part Time Available
Benefits: Yes, see below

General Statement of Responsibilities:

Must maintain the highest standard of customer service at all times while interacting with customers at the front entrance. Greet customers at the front entrance as they enter and exit the casino. Anticipate customer needs and requirements and promote a congenial environment in which casino customers feel welcome. Maintain diplomacy, patience, and control when dealing with customers that are dissatisfied and refer any unsolved disputes to the Shift Manager at the earliest opportunity. Help enter customers into the Diamond Club and be able to issue club cards and explain the Diamond Club Rules. Must have a knowledge of current and pending promotions. Responsible for the cleanliness of the gift shop and insures that the area is presentable for the next shift. Maintain a count of customers as they enter throughout the day. Answer phones professionally and using good customer service skills at all times. Maintain a working knowledge of applicable laws pertaining to the gaming industry. Perform duties as outlined in the Casino procedure manuals. Assist in maintaining the cleanliness of the casino. Patrol buildings and grounds of the casino and related areas to determine that they are secure. Warn violators of house and gaming rule infractions and drinking violations. Notify the Shift Manager and/or Security Manager of persons engaging in suspicious or criminal acts. Inspect equipment and machinery to ascertain if tampering has occurred. Watch for and report irregularities such as fire, health, and security hazards to the Security Supervisor. Observe departing personnel to guard against theft of Company property. Notify the Surveillance

personnel and Casino Management in case of emergency situations or presence of unauthorized persons. Permits authorized persons to enter the property. Records data such as property damage, unusual occurrences, and malfunctioning of equipment or machinery. Perform any other duties as assigned.

***Must be willing to work in a secondhand smoke environment.**

Specific Areas of Responsibilities:

- Greet customers in a pleasant manner.
- Answer phones professionally, using good customer service skills.
- Maintain an accurate headcount of all areas of the casino.
- Checking patron IDs
- Patrol casino grounds and report any irregularities.
- Assist with maintaining the cleanliness of the slot machines and the casino floor.
- Must be able to assist customers on the gaming floor.
- Other duties as assigned.

Minimum Qualifications:

- Must be age 21.
- Must have a High School Diploma or GED.
- Written and oral communication skills in the primary language used in the workplace.
- Must have the ability to read and comprehend the casino policies and procedures.
- Must have the ability to write incident reports and to effectively present information in a one on one and small group situations.
- Must have the ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Must have the ability to deal with problems as they arise.
- Must pass pre-employment drug screen.
- Must qualify for a Gaming License
- Must be able and willing to work any schedule, holidays, and weekends.

Physical Qualifications and Environmental:

Requires standing and walking for periods of up to three hours at a time, bending, lifting and carrying up to 35 pounds.

Preference Policy:

Preference will be given to qualified Susanville Indian Rancheria Tribal Members. Indian preference is granted in accordance with P.L. 93-638.

Diamond Mountain Casino & Hotel Benefits Package:

The Diamond Mountain Casino & Hotel Benefits Package includes health, dental, and vision. Employees earn Paid Time Off (PTO) and seven holidays are included in each employees PTO. Diamond Mountain Casino & Hotel also offers a matching 401K Retirement Plan, Education Assistance (provisions apply), Employee Assistance Program, Health Spending Accounts (HSA), gym membership discounts, discounts with two different shoe vendors, and employee discounts in our restaurant, coffee shop, and gift shop.

How to Apply:

All applicants are required to submit a Diamond Mountain Casino & Hotel application. Applications can be picked up at 900 Skyline Drive, Susanville, CA or you may apply online at www.dmcah.com/job and an application will be emailed to you.

Only **complete** applications will be considered. To be considered for the position you must:

1. Submit a completed application
2. Attach a copy of your High School Diploma or equivalent if required
3. Attach a copy of your Tribal ID Card, if you are claiming Indian Preference

Completed applications can be dropped off in person at the casino security desk. They may also be emailed to ewadley@dmcah.com or faxed to 530-252-1110. All applications **must be received by 4:00 pm Pacific Time** on the closing date of the announcement.