

JOB DESCRIPTION

Job Title: Security Manager

Department: Security

General Definition: Manages, administers and oversees the activities of the security department to maintain the safety of the guests (internal and external), property and assets.

Supervision Received: Director of Security, Executive Director of Operations, Assistant Executive Director of Operations

Supervision Exercised: Security Supervisor

Essential Job Functions:

- Implements and maintains security and safety policies and procedures to ensure compliance with casino policies and procedures.
- Oversees and reviews investigations relating to disturbances, complaints, and other violations of policies and procedures, laws, and Gaming Commission regulations and Internal Controls.
- Oversees and administers Security personnel work schedule to reduce overtime hours and ensure all shifts are fully covered.
- Applies positive communication, interpersonal, and leadership skills with guests, (internal and external) at all times.
- Coordinates with the Director of Security to formulate, forecast and administer departmental budget based on casino needs along with developing annual goals and objectives.
- Ensures all policies and procedures, laws, Gaming Commission regulations and Internal Controls are enforced.
- Maintains communication with Gaming Commission with respect to bans and exclusions.
- Oversees overall activities of all Security personnel; visitor's log-in, maintenance of hand-held radios, safe transporting of assets to and

from property, the protection of guest, employees and company property.

- Accurately documents and maintains reports of incidents on casino property.
- Ensures Security staff are following the company dress code, exhibit professional demeanor in accordance with policies and procedures, and standards.
- Provides coordination and evaluation of Security department by carrying out management responsibilities in accordance with the organization's policies and procedures.
- Interviews, hires, and trains employees; plans, assigns, and directs work; completes performance evaluations; creates corrective action; and provides positive feedback; addresses complaints and resolves problems.
- Partners with the Director of Security and the Director of Human Resources for developing and maintaining a safety program in compliance with state, federal and other law enforcement agencies.
- Partners with Surveillance department, when warranted.
- Acts as an MOD as necessary.
- Required to be on-call 24/7.
- Performs all other duties as assigned

MINIMUM QUALIFICATIONS

Education:

- Bachelor degree; combination of education and/or four (4) plus years of security experience will be accepted in lieu of education
- Two (2) years supervisory experience

Knowledge, Skills, and Abilities:

- Must possess excellent customer relations, leadership and communication skills.
- Must have ability to use good judgment in intense situations.
- Must be proficient in writing detailed reports and have good basic mathematical skills.
- Must be willing to work any day of the week and any shift.

- Must demonstrate integrity and maintain confidentiality with all guest, employee and proprietary information.
- Must be able to follow all instructions, written and oral.
- Must be able to work in a casino environment where second hand smoke, loud noises and flashing lights are present, when warranted.
- Must be able to push, pull, lift and carry objects weighing up to 50 pounds.
- Must be able to stand or walk for prolonged periods of time.
- Must be able to push, pull and drag up to 150 pounds.

Training and Experience:

- Eight (8) - ten (10) years of security experience

Licenses/Certifications/Other:

- Must be able to pass a thorough background investigation of criminal and financial history to obtain a Gaming License from the Office of the Delaware Gaming Commission.
- Must be able to complete pre-employment drug test with a negative result.
- Must pass an annual Title 31 exam.
- Must be able to pass annual A.C.E. training exam.

I hereby acknowledge that I fully understand the job description and requirements.

Employee Signature

Date