



2700 Orchard Hwy.
Manistee, MI 49660

JOB POSTING 25-1452

JOB TITLE	Security Level II	DEPARTMENT	Security
SUPERVISOR	Security Supervisor	JOB GRADE	UNSEC2 \$16.50
SUPERVISORY RESPONSIBILITIES	None		
STATUS	2 Full Time		
EXEMPTION	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	REVISION DATE	04/30/2024

Indian Preference is applicable in accordance with Ordinance #15-600-02

"This is a represented position"

SUMMARY:

Responsible for protecting Little River Casino Resort assets. Provide security support and ensure property wide safety of both guests and Resort Team Members.

Assist and do what you and your department can to create a fun, exciting entertainment experience for our guests and engaging, inclusive, supportive work environment for our team members.

MINIMUM NECESSARY QUALIFICATIONS:

Education:

- High School diploma or GED

Experience:

- 1 year security or casino security experience, or 3 months Little River Casino Resort security experience
- First Aid, Cardiopulmonary Resuscitation (CPR) or must be obtained within 90 days of employment
- Valid driver's license and be insurable on company's policy
- Michigan TAM certification or must obtain within 60 days of employment
- Working knowledge of incident report writing and report writing systems preferred
- Experience working with a Tribally run casino and/or resort preferred

A documented and verifiable combination of education and experience may be substituted for degree requirements.

Age Requirement:

- At least 18 years of age

SKILLS AND ABILITIES:

- Strong computer skills with experience in word processing, databases, and spreadsheets
- Strong organizational, written, and verbal communication skills
- Strong professional telephone etiquette
- Guest service, interpersonal and teamwork skills necessary to maintain quality service delivery
- Accurate and detail-oriented
- Strong problem-solving skills
- Maintain high confidentiality
- Independently manage multiple tasks in a professional manner
- Ability to work independently with minimal supervision
- Ability to work cooperatively with all departments
- Ability to operate most office equipment (computer, fax, copier, etc)

CONDITIONS OF EMPLOYMENT:

Conditions of employment with Little River Casino Resort include passing a pre-employment drug test including marijuana, a background investigation to secure a license from the Little River Band of Ottawa Indians Gaming Commission, passing Resort background check to meet the employment eligibility requirements as they pertain to the position and successfully completing a 90-day introductory period.

Individual must not have been charged or released from employment or involved in anything which could be considered a liability to the Resort, e.g. harassment, theft, violence, or integrity issues.

Knowledge, Competences, and Talents:

- Accountable - Accept responsibility and account for actions
- Collaborate - Ability to work with team members and management team to improve the gaming environment and continue to create a fun and exciting entertainment culture for our guests
- Communication – Clearly, concisely, and professionally use verbal and written skills with guests, team members, management team and vendors
- Guest Orientation - Establishes and maintains long-term guest relationships, building trust and respect by consistently meeting and exceeding expectations in a professional and ethical manner
- Confidential - Will maintain and abide to the highest standards of confidentiality pertaining to team member, department, LRCR, and guest information
- Detail Oriented – Ability to pay attention to the minute details of a given project or task
- Diversity – Work effectively with people regardless of their age, gender, race, ethnicity, religion, or job type
- Emotional Intelligence - Able to keep your emotional intelligence skills present and accessible, including thought and emotion control, emotional barriers, a flexible mindset and be conscious of and in alignment with the organization's core values
- Empathetic – Appreciates and sensitive to the feelings of others
- Ethical - Demonstrates conduct conforming to the highest-level set of values and accepted standards
- Interpersonal skills - Able to work effectively with guests, team members, management team, and vendors
- Judgment - Makes well-reasoned and timely decisions based on careful, objective review and informed data
- Organized – Possesses the trait of being organized and follows a systematic method of performing a task
- PC skills - Demonstrates proficiency in PC hardware, software and applications as required
- Policies & Procedures - Demonstrates thorough, accurate, working knowledge and supportive attitude of all organizational policies, procedures, guidelines, and systems
- Professional Attitude – Value, motivate and appreciate each individual you interact with in your

office, your department(s), the Casino, the community and all of our guests

- Reliable – Is dependable and trustworthy
- Respectful and Honest / Acts with Integrity - Is truthful and credible in the workplace with team members, management team, guests, and vendors

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides a pleasant greeting to Little River Casino Resort guests.
- Inspects valid identifications for proper age to gain access to the gaming floor.
- Analyzes all items entering and leaving the gaming floor.
- Monitors Little River Casino Resort facility, property, and money handling areas to ensure the security of guests, team members and assets of Little River Casino Resort on assigned shift.
- Performs First Aid and CPR as required for Little River Casino Resort guests and team members.
- Identifies and reports issues regarding security to the operations of all Departments within Little River Casino Resort to the Security Supervisor, Security Manager and/or Department Director.
- Compiles reports/records to ensure compliance with standards and policies.
- Investigates complaints and/or concerns from guests and/or team members.
- Analyzes and resolves situations to ensure compliance with Little River Casino Resort policies and procedures.
- Provides input or recommendations for improvement or changes in programs, processes, or services, may also participate in other department projects as directed.
- Transports Little River Casino Resort team members for Reasonable Suspicion testing.
- Monitors and maintains general knowledge of the alarm system and reports any discrepancies.
- Maintains working knowledge of all Little River Casino Resort operations, programs, events, promotions, and services.
- Makes and distributes Little River Casino Resort ID badges in compliance with Little River Casino Resort Gaming Commission.
- Identifies intoxicated guests utilizing TAM techniques.
- Must satisfactorily complete all training assigned by the Resort.
- Must adhere to the safety rules and regulations of the Little River Casino Resort and of the Security Department.
- Must be aware of and adhere to the emergency and evacuation procedures.
- Must be aware of and adhere to the Resorts Health & Safety Program.
- Other duties as assigned.

PHYSICAL DEMANDS:

While performing the duties of this job, the team member may be required to frequently stand, walk, sit, bend, twist, talk, hear, and perform repetitive motions. There may be prolonged periods of sitting, keyboarding, reading, as well as driving or riding. Must have manual dexterity necessary to manipulate computer equipment. The team member must occasionally be able to push, pull, grasp, lift and/or move up to 20 pounds. Any lifting and/or moving over 50 pounds needs to be done in a team lift. Specific vision abilities required by this job include reading, document, computer, distance, and color vision. Talking and hearing are essential to communicate with team members, vendors, and guests in individual, department, small and/or large group meetings. Communication in face-to-face discussions, telephone, emails, and other electronic ways required. Must be able to operate computer equipment for extended periods of time. Must be able to walk, sit, and/or stand for periods of up to 8 hours.

WORKING ENVIRONMENT:

A working environment is the setting, social features, and physical conditions in which a job is

performed. The general working environment for the Resort is office, gaming floor, food outlet, hotel and convention/entertainment center including flashing lights, frequent loud noises, and a smoke-filled environment. Must be flexible with work schedule for any hours and/or shift, as assigned, according to business needs. Occasional overtime required. Occasionally must deal with angry or hostile individuals. High volume direct public contact. Outdoor environment. May be required to work in extreme weather elements.

DISCLAIMER OF EMPLOYMENT:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job description. It shall govern all positions as defined in the Team Member Handbook. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

All Little River Casino Resort Team Members are responsible to ensure they are in compliance with Little River Casino Resort Policies and Tribal Gaming Regulations.

ACKNOWLEDGMENT:

I have reviewed the content and description of the above listed position and have been provided a copy of the description. I certify that I am able to perform the essential functions of this position as outlined in this description, with or without reasonable accommodation.

Team Member Name Sign & Print

Date

POSTED: 04/17/2025

REMOVE: Until Filled