POSITION DESCRIPTION
Bay Mills Resort & Casinos

POSITION: Security Guard

LICENSED: Yes

DEPARTMENT: Security Department

GRADE: 13 ($13.00-19.50)

REPORTS TO: Security Supervisor

STATUS: Non-Exempt

POSITION SUMMARY:
Under the direction of the Security Supervisor, the Security Guard will be exposed to many situations that will require them to exhibit composure, professionalism, objectivity and an ability to resolve situations in the best interest of the company. Such situations can include patron disputes, those involving excess alcohol consumption, theft and medical emergencies.

ESSENTIAL FUNCTIONS:
1. Provides exemplary customer service by “Exceeding Expectations One Opportunity at a Time”.
2. Maintain a neat, clean and professional appearance per the standards set by the Security Department.
3. Represent the department professionally by maintaining a calm, objective and cooperative demeanor while avoiding disruptive or compromising outbursts and displays within the property, on or off duty.
4. Uses care and professionalism when using company communication devices or equipment.
5. Patrols interior and exterior of property regularly to maintain a proactive presence.
6. Communicates all issues and areas of concern from shift to the supervisor.
7. Practices and promotes established policies and procedures
8. Establishes a professional and cooperative rapport with company employees.
9. Safeguards the company assets by adhering to company policies and procedures for the care and transport of cash and coin.
10. Fulfills all reporting requirements established by the department.
11. Keeps current with all medical/ERT procedures, fire emergencies and safety rules, regulations, and any other required training.
12. Participates in all medical emergencies within the property.
13. Receives and secures all lost and found items within the property.
14. Effectively deals with unruly or abusive employees and/or patrons.
15. Enforces the proper procedure for underage or banished patrons.
16. Proactively patrols the property to monitor and effectively deal with situations concerning alcohol consumption.
17. Participates in all medical emergencies within the property.
18. Provides pertinent information to local law enforcement and other emergency services, as directed by the Security Supervisor.
19. Attends all scheduled departmental meetings.
20. Maintains knowledge of all company promotions.
21. Treats all information received in the performance of duties as confidential.
22. Responsible for learning and following daily policies and procedures for the Security Department and Bay Mills Resort & Casinos.
23. Must attend all mandatory trainings designated by the Human Resources Department and/or Department Directing, including Title 31.
25. Other duties may be assigned within the scope and complexity of this position’s essential functions.

**PHYSICAL REQUIREMENTS:**
While performing the duties of this job, the employee is regularly required to stand and wall with occasional running and sprinting. Occasionally the employee must bend, squat, crawl, climb, crouch, kneel, and push/pull. The employee is occasionally required to use hands for firm manipulation and reach with hands and arms above shoulder level. The employee must occasionally lift and/or move up to 75 pounds. The employee is regularly exposed to marked changes in temperature and humidity, driving automotive equipment, dust, fumes, gases, and bodily fluids.

**POSITION REQUIREMENTS:**
1. Must have a high school diploma or equivalent.
2. Must have casino or security experience, certification or education in a related field.
3. Must be able to obtain and maintain a gaming license through the Bay Mills Gaming Commission and maintain eligibility throughout employment.
4. Must be able to work all shifts, weekends, and holidays.
5. Must be able to effectively handle medical emergencies.
6. Must be able to successfully fulfill the reporting requirements of the department.
7. Must demonstrate great customer service skills.
8. Must be able to attend and successfully complete required training courses.
9. Must have a valid driver’s license.
10. To perform this position successfully, an individual must be able to satisfactorily perform each function listed under the essential functions and physical demands categories of this position description.
11. Must have an excellent past work record, including attendance.

**PREFERENCE:** Preference will be given to those of Native American descent.

**CLOSING DATE:** Open Until Filled

**APPLY TO:** Please email application and resume to Erin Forrester, HR Generalist at eforrester@baymills.org
Subject: Security Guard

*Applications can be found at www.baymills.org under “employment opportunities”*