

SURVEILLANCE TECHNICIAN – 2 Positions – Revised

Part Time Employment Opportunity

Reporting to the Surveillance Supervisor, the Surveillance Technician is responsible for providing surveillance services to the entire casino operation in full compliance with Manitoba Liquor & Lotteries policies, procedures and standards, while delivering exceptional customer service. The incumbent will monitor, observe and document all activities (regular and irregular) and take immediate steps to respond to possible threats to the safety and security of staff, patrons and assets of Manitoba Liquor & Lotteries, as well as threats to the integrity of the Casinos. The incumbent also responds to all surveillance review requests from all areas of the organization.

Duties:

- Observe and record all casino operations and events to detect threats to the safety and security of staff, patrons and assets and to maintain integrity of the facilities.
- Detect and act upon breaches of law, procedure violations, cheating, collusion, theft and any other suspicious events.
- Observe and monitor jackpot verification for large jackpots.
- Monitor gaming machine motherboard/chip removals/exchanges.
- Log and complete all incoming review requests from Casinos, Liquor Marts and corporate properties.
- Report all breaches of law and procedure violations in a timely and appropriate manner to all relevant parties.
- Write and maintain a detailed and accurate log of all activities observed.
- Generate reports (hand written and/or electronic) to highest standard and quality as required (e.g., incident reports, procedural infractions, etc.), recognizing that the majority are time sensitive.
- Collect, preserve, handle and document evidence and provide assistance in preparing evidence for civil and criminal court cases.
- Handle and respond to telephone requests/inquiries, several bands of radio transmissions and in-person visits from authorized personnel.
- Contact the necessary authorities (i.e. Winnipeg Police Services, Winnipeg Fire & Paramedic Services) as requested by employees.
- Review and respond to logs, emails and reports as required.
- Provide additional explanations to department heads and outside agencies when presenting results and/or footage, as required.
- Work in conjunction with Security and Investigations departments to provide intelligence on all potential or observed criminal activity.
- Assist various authorities, including the Liquor and Gaming Authority of Manitoba, Canada Customs, Winnipeg Police Service and RCMP, in providing information and/or evidence as required.
- Provide assistance in the reporting of large cash transactions and suspicious cash transactions as required by Anti-Money Laundering (AML) legislation.
- Provide testimony in both civil and criminal court proceedings as required.
- Maintain a classified video library and all support services.
- Encourage a climate that supports diversity.
- Other duties as assigned.

Primary Qualifications:

- Completion of a Grade XII High School diploma or G.E.D. equivalent.
- Excellent written communication, interpersonal and observational skills, with the ability to analyze and solve problems independently using good judgment.
- Intermediate skills in Microsoft Office (Word, Excel and Outlook).
- The incumbent must attend, remain current and receive a passing mark on Anti-Money Laundering (AML) training. Training is provided on the job.
- On-going upgrading is required in order to stay current in the industry.
- Table Games training, along with other required departmental training, will be provided.
- Training manuals in all front line casino positions will be provided to gain knowledge and understanding of all the roles, functions and responsibilities performed by the floor employees.
- The core competencies for this position include achieving quality results, adaptability/managing change, communication, customer service, decision making and problem solving, integrity and building trust, teamwork and cooperation and valuing diversity. These competencies are deemed important for the success of the position and organization.

Secondary Qualifications:

- Bilingual (French/English) language skills.
- Training and/or courses in the field of security and criminology, as well as gaming industry loss prevention and detection.
- Previous gaming/surveillance experience and knowledge of gaming policies and procedures.
- Liquor Mart retail experience and training.
- Training in the gaming industry loss prevention and detection.

**** Manitoba Liquor and Lotteries is committed to Diversity, Equity and Inclusion. We strive to hire a workforce that reflects the community we serve. Employment equity will be considered therefore applicants who identify as women, Indigenous people, members of racialized groups, and persons with a disability are encouraged to apply.*

If you require an accommodation at any time during the recruitment process, please let us know how we can meet your needs.

Salary: \$23.86 - \$29.31
Bargaining Unit: Teamster Surveillance
Location: Central Services

Individuals should apply by completing our online application form at www.mbl.ca/jobs or by submitting a resume and application to careers@mbll.ca

All applications are due by October 11, 2023.

We thank all interested applicants, however, only those selected for interviews will be contacted.