

Essential Skills Summary – INVESTIGATIVE SECURITY OFFICER

The most important Essential Skills for Investigative Security Officers are:
Oral Communication, Reading Text, Writing, Thinking Skills

Investigative Security Officers enforce and monitor security gaming policies and procedures, provide conflict resolution, supervise staff, and investigate incidents.

**Typical
Level &
Most
Complex**

How Investigative Security Officers use Essential Skills

A. READING TEXT

1-4

Investigative Security Officers read reports, Criminal Code sections, police information, and relevant Internet sites. They review pit logs and ISO logs; records of purchasing, health and safety compliance, audit slips from fill/credit machines.

B. USE OF DOCUMENTS

2-3

4

Investigative Security Officers read and write logs, complete Security Incident Reports and Liability Reports including statements, prepares court briefs. They file Exclusion Forms; verify card transfers, pit log; submit tape review requests to Monitor Room; complete a check list of the Table Games area.

C. WRITING

2-4

Investigative Security Officers take statements; compile incident or liability reports; report on special investigations. Senior Investigative Officers: provide feedback/reports to corporate security regarding internal matters.

D. NUMERACY

3

Investigative Security Officers oversee bank reports; track table games wins and losses; examine any anomalies observed in any games or machines by reviewing computer records.

E. ORAL COMMUNICATION

2-3

4

Investigative Security Officers interview, take statements from witnesses; consult with Police and Crown Prosecutor; exchange information with all departments and Monitor Room. They conduct exclusion interviews and deal with patrons who are excluded for misconduct; maintain good communication with outside agencies.

F. THINKING SKILLS

2-4

Investigative Security Officers follow strict procedures; use professional interviewing skills; find reliable expertise to investigate on-going cases; collaborate with outside agencies; keep in mind the end result. They decide whether an infraction is a crime or a breach of procedure. They are responsible for organizing the security for special events. They work around imperative routines.

G. WORKING WITH OTHERS

Investigative Security Officers work closely with the security staff, rely on them to step in whenever incidents occur, and maintain contact at all times. They also maintain good contacts outside of the casino that can be called on to collaborate with investigations.

H. COMPUTER USE

2-4

Investigative Security Officers use the computer to record reports; store and recover huge amounts of information including photos and documents; access the data collected by other departments, on a variety of systems, to analyze it for discrepancies.

I. CONTINUOUS LEARNING

Investigative Security Officers learn from their mistakes. MLC, in collaboration with the police has offered training in interview and interrogation techniques, report writing, self defence. They also learn through reading or other forms of self-study.

J. OTHER INFORMATION

Investigative Security Officers are physically fit and look the part of authority. They are cool-headed and grounded.