

Essential Skills Summary – SURVEILLANCE SUPERVISOR (SURVEILLANCE SHIFT MANAGER)

The most important Essential Skills for Surveillance Supervisors are:
Oral Communication, Thinking Skills

Surveillance Supervisors oversee surveillance operations. They collaborate with technicians and management to respond to casino incidents. They anticipate problems and set priorities for the department.

Typical Level & Most Complex	How Surveillance Supervisors use Essential Skills
A. READING TEXT	
2-4	Surveillance Supervisors read incident reports, procedure updates, bulletins, memos and emails to keep informed on casino activities.
B. USE OF DOCUMENTS	
1-3	Surveillance Supervisors record all phone and radio transactions on specific forms; they document persons of interest and record daily activities on a spreadsheet. Charts are used to record staff and contractor schedules.
C. WRITING	
1-3	Surveillance Supervisors write clear, accurate and precise reports in plain language. They write staff performance reviews and communicate across the casino through memos and emails.
D. NUMERACY	
1-3	Surveillance Supervisors investigate employee variances and payouts at the tables and in the cage to locate discrepancies. They ensure adequate surveillance coverage and record the number of player exclusions caught on camera per month. They estimate the average number of infractions due to improper procedures.
E. ORAL COMMUNICATION	
2-3	Surveillance Supervisors collaborate with the technicians and management to discuss specific details and present evidence on incidents. They inform technicians on the policies and procedures and make them aware of updates.
F. THINKING SKILLS	
1-2	Surveillance Supervisors anticipate and report problems to management. They rely on video footage as evidence to resolve discrepancies and make decisions. They set priorities, plan daily activities and assign special projects to meet the scope and timeline of the assignment.
G. WORKING WITH OTHERS	
	Surveillance Supervisors work collaboratively with a variety of working teams. They resolve conflict and search for evidence to locate the source of discrepancies.
H. COMPUTER USE	
1-3	Surveillance Supervisors use basic office programs such as Word and Excel to record daily transactions. They communicate using specific surveillance programs and emails.
I. CONTINUOUS LEARNING	
	Surveillance Supervisors apply previous experience and take ongoing training.
J. OTHER INFORMATION	
	Surveillance Supervisors sit for long hours and may face eye strain and mental fatigue.