

# Essential Skills Summary – SURVEILLANCE TECHNICIAN (SURVEILLANCE OPERATOR)

The most important Essential Skills for Surveillance Technicians are:  
**Writing, Thinking Skills (Significant Use of Memory)**

Surveillance Technicians operate and record information from the cameras that monitor all areas of the Casino, especially cash transactions and table games.

Typical Level & Most Complex	How Surveillance Technicians use Essential Skills
<b>A. READING TEXT</b>	
1-3	Surveillance Technicians read the daily log; memos; crossover information from other casinos; manuals for all departments; slot room reports and pit logs; department binders.
<b>B. USE OF DOCUMENTS</b>	
1-2 3	Surveillance Technicians keep logs; maintain and refer to binders; fill out objective Incident Reports; procedure forms; process LCT's (Large Cash Transaction) and SCT's (Suspicious Cash Transactions); conduct routine shift audits.
<b>C. WRITING</b>	
1-3 4	Surveillance Technicians e-mail requests to CTS for printouts; keep a detailed, point-form daily log; write detailed reports on special projects; shift audit evaluations. They compare and verify documents; write up procedure infractions or security concerns and incident reports. Their documentation is legally sound and does not dwell on irrelevant details.
<b>D. NUMERACY</b>	
1-3	Surveillance Technicians verify calculations against computer printouts and physical counts of chips and cash on tape; analyze cash drops from table. If they don't know the formula, they will find it out and apply it.
<b>E. ORAL COMMUNICATION</b>	
1-3	Surveillance Technicians share information with co-workers; request advice and assistance from supervisor; receive frequent phone calls from other departments; alert supervisors to a serious breach of procedures or security; seek information from, or offer information to the Police, RCMP, and other casinos maintaining consciousness of correct protocol.
<b>F. THINKING SKILLS</b>	
1-3	Surveillance Technicians approach the analysis of incidents systematically; decide when to make a call on a procedural infraction; follow guidelines to prioritize tasks; multi-task.
<b>G. WORKING WITH OTHERS</b>	
	Surveillance Technicians rely on one another to share information and insights; they do not fraternise much with casino staff but consider it important to maintain good contacts.
<b>H. COMPUTER USE</b>	
3	Surveillance Technicians use computer files to track irregularities; write sometimes lengthy reports; use spreadsheets to create their own tables to summarize their investigations.
<b>I. CONTINUOUS LEARNING</b>	
	Surveillance Technicians learn from accumulated experience and from co-workers.
<b>J. OTHER INFORMATION</b>	
	Surveillance Technicians need good hand /eye co-ordination in order to control the cameras and manual dexterity to do keyboarding. They need acute vision and hearing. They are naturally curious; have long attention spans; take risks and make decisions.