



CAREER OPPORTUNITY

Position:
Manager, Surveillance (Contract)

Hastings Racecourse has been capturing the imagination of Vancouverites and visitors alike since 1889. Each April through October, we are Vancouver's exclusive source for live thoroughbred horseracing. We offer over 600 of the newest slot machines on our Casino Floor - complete with a spectacular entertainment lounge - as well as food and

beverage options ranging from casual to fine dining. Get your career racing with Hastings Racecourse today and find out why we're "Bred for Excitement" since 1889.

Hastings Racecourse is currently seeking a transformational and detail oriented leader for the position of Manager, Surveillance. This individual will be a person who is able to lead a highly skilled and dedicated team and will be responsible for the overall management of surveillance operations at Hastings Racecourse and Chances Chilliwack. In addition to providing leadership, direction and mentoring to the surveillance operations, this person will also have the opportunity to act as the department's main point of contact with regulatory bodies for surveillance issues.

Position Summary: Under the supervision of the Director, Surveillance, the Manager, Surveillance will be responsible to support the company's vision & goals.

- Provides leadership, direction and mentoring to the surveillance operation; develops performance objectives and delivers performance evaluations for direct reports
- Provides motivation and continues to develop a strong team
- Implements surveillance operations strategic plans as directed
- Proven ability to deliver oversight that appropriately integrates with corporate objectives
- Reviews violations, large cash and cash equivalent transactions, excluded and self-excluded guests and unauthorized access reports; takes appropriate action
- Audits systems and processes
- Develops and maintains labour budgets
- Acts as the main point of contact with regulatory bodies on surveillance issues
- Maintains logs and records; stores records securely for evidence purposes
- Reviews reports on the condition of surveillance facilities and equipment and maintains a preventative maintenance schedule in addition to overseeing inventories
- Reviews special investigation results or requests and provides recommendations
- Liaises and communicates effectively with all appropriate operational departments
- Develops and cultivates strong working relationships with all stakeholders: guests, regulatory bodies, ownership and team members
- Ensures compliance with licensing laws, health and safety and other statutory regulations
- Performs other duties as assigned or directed

Successful candidates will demonstrate the following qualifications:

- Surveillance and / or investigations background experience an asset
- High School Diploma; Post-Secondary education in criminology or suitable combination of education and experience
- Solid knowledge of Microsoft Office
- Strong interpersonal and communications skills — both verbal and written

- Strong knowledge and understanding of all gaming policies & procedures; understanding of food & beverage policies and procedures an asset
- Proven record of high guest service delivery skills
- Responds objectively and quickly to issues and / or concerns at the root level and exercises good judgment when rectifying guest problems
- A passion for providing Great Experiences and Memories to our internal team members in the quest of achieving service excellence
- Ability to successfully obtain a Serving It Right License; ability to successfully obtain a GPEB 2A

Apply Online: www.hastingsracecourse.com/careers
Hastings HR Fax: 604.216.5211
Email: jobs@hastingsracecourse.com

